

Veteran Health Identification Card (VHIC 4.25)

User Guide



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1. Introduction

1.1. Purpose

The purpose of this User Guide is to provide general system information, as well accessibility and user roles with the VHIC application and the reporting capability of the different roles and access levels.

1.2. Document Orientation

1.2.1. Organization of the Manual

This User Guide is divided into sections to allow you to quickly obtain the information you need.

The first section will provide an overview of what the various user roles and their accessibility within the VHIC application. Available reports and report details will vary depending on role and access level.

The next section will provide information on the different reports available to VHIC Associates and the types of metrics that can be obtained. There are five tabs for each of the reports that can be generated:

- **Veteran** – direct report to search for a Veteran
- **Card** – includes Request Totals, Status, Multiple Requests, History, Replacement, Expiration, Request Progress, Swipe/Scan, and On Hold
- **Print Services** – includes Processing, No Member ID, and Error
- **Auditing** – provides information on all User's activity in the system
- **Self Service** – provides information on requests submitted thru VHIC Self Service portal by the veteran

Reports can be exported in PDF and/or XLS formats, and there are a variety of search criteria available for each report.

1.2.2. Assumptions

This guide was written with the following assumed experience/skills of the audience:

- User has basic knowledge of the operating system (such as the use of commands, menu options, and navigation tools).
- User has been provided the appropriate active roles, menus, and security keys required for the VHIC application.
- User is using *Google Chrome or Microsoft Edge* to do their job of either Creating VHIC Card Requests, Running Reports, or Deactivating VHICs depending on user roles.
- User has validated access to the VHIC application.
- User has completed any prerequisite training.

1.2.3. Disclaimers

1.2.3.1. Software Disclaimer

This software was developed at the Department of Veterans Affairs (VA) by employees of the Federal Government in the course of their official duties. Pursuant to title 17 Section 105 of the United States Code this software is not subject to copyright protection and is in the public domain. VA assumes no responsibility whatsoever for its use by other parties, and makes no guarantees, expressed or implied, about its quality, reliability, or any other characteristic. We would appreciate acknowledgement if the software is used. This software can be redistributed and/or modified freely provided that any derivative works bear some notice that they are derived from it, and any modified versions bear some notice that they have been modified.

1.2.3.2. Documentation Disclaimer

The appearance of external hyperlink references in this manual does not constitute endorsement by the Department of Veterans Affairs (VA) of this Web site or the information, products, or services contained therein. The VA does not exercise any editorial control over the information you may find at these locations. Such links are provided and are consistent with the stated purpose of the VA.

1.2.4. Documentation Conventions

This manual uses several methods to highlight different aspects of the material.

- Descriptive text is presented in a proportional font (as represented by this font).
- “Screenshots” of computer online displays (i.e., character-based screen captures/dialogs) and are shown in a non-proportional font and enclosed within a box. Also included are Graphical User Interface (GUI) Microsoft Windows images (i.e., dialogs or forms).
- User's responses to online prompts (e.g., manual entry, taps, clicks, etc.) will be **[boldface]** type and enclosed in brackets.

1.3. Enterprise Service Desk and Organizational Contacts

The support contact information documented herein are intended to restore normal service operation as quickly as possible and minimize the adverse impact on business operations, ensuring that the best possible levels of service quality and availability are maintained.

The following table lists the contact information needed by site users for troubleshooting purposes. Support contacts are listed by description of the incident escalation and contact information (phone number and options to select).

Table 1: Enterprise Service Desk Contact Information

Issue	Contact Info
For Provisioning Issues	Contact the Enterprise Service Desk at REDACTED.

Issue	Contact Info
	When contacted by a support specialist, be ready to supply the employee's full name, VA user ID and email address.
For Proofing Issues	Contact the Enterprise Service Desk at REDACTED. When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB.
For All Other VHIC System Issues	Contact the Enterprise Service Desk at REDACTED. When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB.

2. Accessing the VHIC Application

2.1. Browser

VHIC is a web-based application that users will access via a web browser. The recommended browser is *Google Chrome or Microsoft Edge* . You can access the VHIC website REDACTED After successfully logging in to the VHIC application, users should bookmark this site for easy access in the future. Instructions on how to do that can be found REDACTED.

2.1.1. Browser Incompatibility Issue

In some instances, users may experience image misplacement or misalignment. This is most likely due to the current browser compatibility settings. You will want to ensure that the browser is not set to Compatibility View. This process is explained in the *Veteran Health Identification Card User Guide - Volume 4 - Troubleshooting* document.

2.2. System Menu

Depending on the VHIC users' role, they will be presented different Home screens upon logging to the VHIC application.

2.3. Proper Navigation of the VHIC Application

The correct way to navigate through the VHIC application is to use the **[Back]** and **[Next]** buttons that are located at the bottom of each screen instead of using the Browser's built in Back button. Please do **NOT** use the **[Back]** button at the top of your browser window to navigate back to a previous screen; this will cause errors to occur.

Figure 1: VHIC Navigation Buttons



The VHIC user can also navigate to the different features within the VHIC application by clicking on one of the navigation links located in the header near the top left of the screen. The user's assigned role will determine which links are available as seen below. To see the full home screens for each user role, refer to [Section 3.3 System Menu](#).

Figure 2: VHIC Administrator

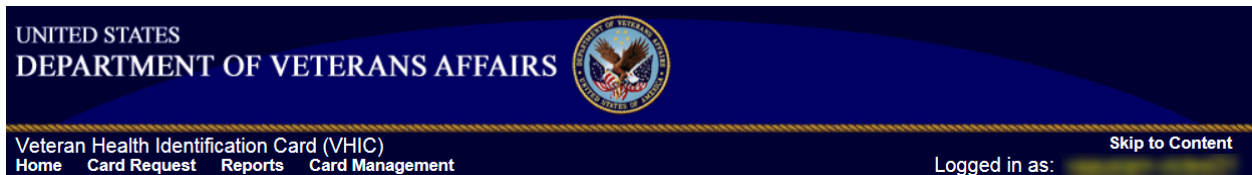


Figure 3: VHIC Associate and VHIC Supervisor menu

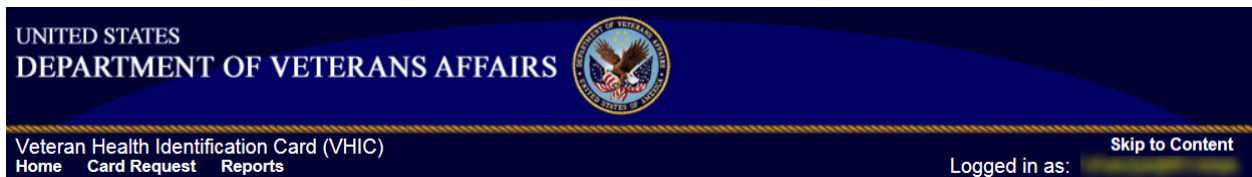


Figure 4: VHIC Auditor and VHIC Read-Only User menu



NOTE: The [Skip To Content] link is a Section 508 compliance feature that skips repetitive navigation links so that page content can be quickly accessed.

2.4. Roles within VHIC

The VHIC application is built to accommodate a specific set of pre-established user roles. During the provisioning process, the VHIC user will have a role assigned to them, which will determine what aspects of the VHIC application are available to them. The following breaks down the specific roles and the areas of access that accompany each role.

If, while utilizing the VHIC application, a user finds they do not have access to items they feel they should have access to or find that they have access to items they should not, based on the definitions listed below, the VHIC user should report this information to their VHIC Supervisor. The VHIC Supervisor should then verify that the proper role has been assigned.

For a detailed list of Roles and corresponding Access levels please refer to the **VHIC Roles and Access** document.

2.4.1. VHIC Administrator

The VHIC Administrator will be presented with three menu options: **Card Requests**, **Reports** and **Card Management**. They can navigate to each of these application modules by either clicking on one of the links located in the header at the top left of the screen or by clicking on one of the icon buttons in the middle of the screen.

Figure 5: VHIC Administrator



2.4.2. VHIC Associate and Supervisor

The VHIC Associate and VHIC Supervisor users will be presented with two menu options: Card Requests and Reports. They can navigate to each of these application modules by either clicking on one of the links located in the header at the top left of the screen or by clicking on one of the icon buttons in the middle of the screen.

Figure 2:3: VHIC Associate and VHIC Supervisor Home screen



2.4.3. VHIC Auditor and Read-Only User

The VHIC Auditor and VHIC Read-Only users will be presented with the Reports menu option. They can navigate to Reports by clicking on the icon button in the middle of the screen.

Figure 6: VHIC Auditor and VHIC Read-Only User Home screen



3. VHIC Reporting

The VHIC application offers a variety of reporting options divided into five main reporting tabs. Certain tabs may contain sub-tabs. Not all VHIC user roles have access to all reports, or all of the available functionality of certain reports (*i.e., national option or multi-select option*).

The **National search option** returns results, which includes every available VISN and Facility. This option, triggered by selecting the **National** checkbox, is only available to those user roles

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with authorization to use this feature. Since the results returned consist of all VISNs/Facilities, checking the **National** checkbox removes any available VISN and/or Facility options.

The ability to **Multi-select** is available on certain reports that have VISN and/or Facility selection criteria and is available to Administrators, and Tech Admin (Tier 3) roles. This feature works by holding down the **[Control]** button (Ctrl) on the keyboard and single clicking on each desired list items.

Most reports give the user the option to select either **[Report]**, **[Create PDF]**, or **[Create XLS]** once they have entered their search criteria. Clicking the **[Report]** button will generate the query results in a new tab. This allows the user to return to the original query tab in order to modify their search criteria if needed. Keep in mind, while date ranges may be generous, results are limited to 3000 lines.

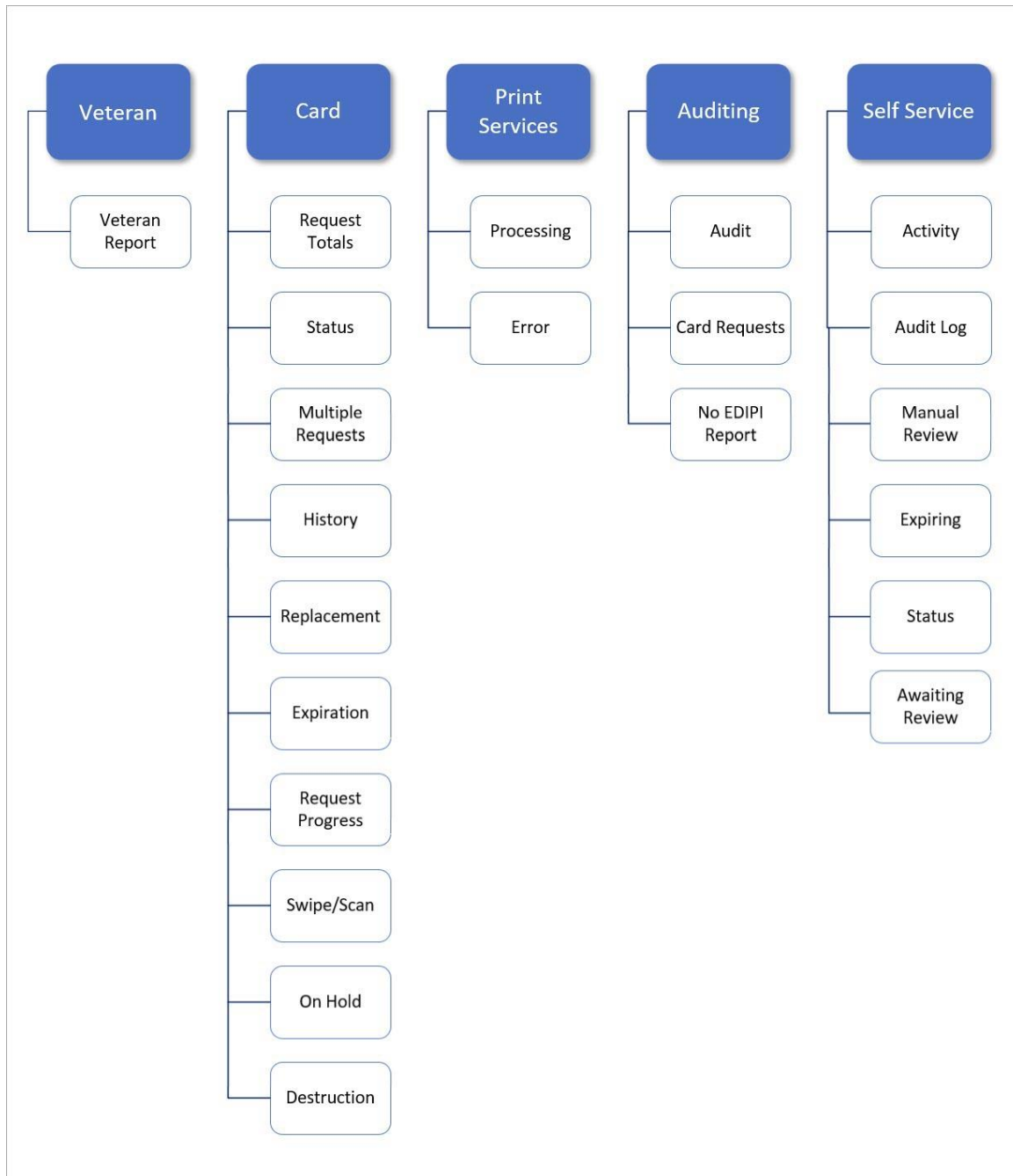
The user selects the desired reporting option by clicking on the appropriate tab or sub-tab. A tab highlighted in blue, lets the user know which report they are viewing. Once they select a report, the user will need to provide certain search criteria based on the specific requirements of the report selected.

Some reports contain **Hyperlinks**. Clicking the hyperlinks (indicated by blue font) allow the VHIC user to access more detailed information. For instance, if the user wants to keep the **Summary Report** for a VISN open while reviewing the **Detail Report** for a specific Facility, they can hold down the **[Control]** button (Ctrl) on the keyboard while clicking on the hyperlink for the Facility they wish to view. This opens the **Facility Detail Report** in another browser window allowing the user to view both reports and have the ability to select another Facility in which to view.

NOTE: All report examples in this User Guide will be shown from the Administrator role view as it provides the most options. Other roles will see appropriate options and details as assigned to their workgroup.

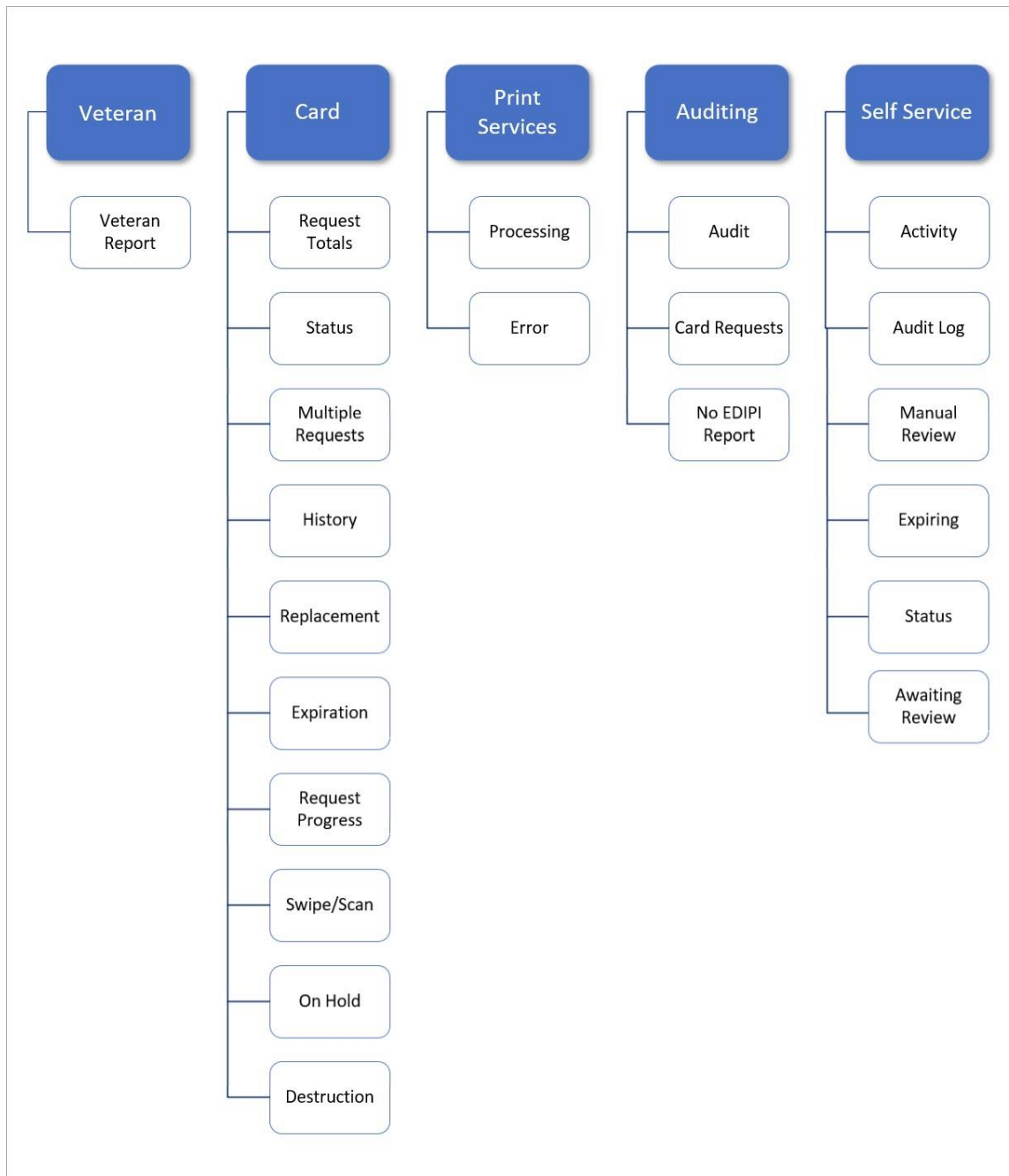
The following graphic represents the VHIC tabular report structure for the Administrator, Technical Administrator Tier 3, and the Auditor:

Figure 7: Report Tabular Structure for the Administrator, Technical Administrator Tier 3, and the Auditor



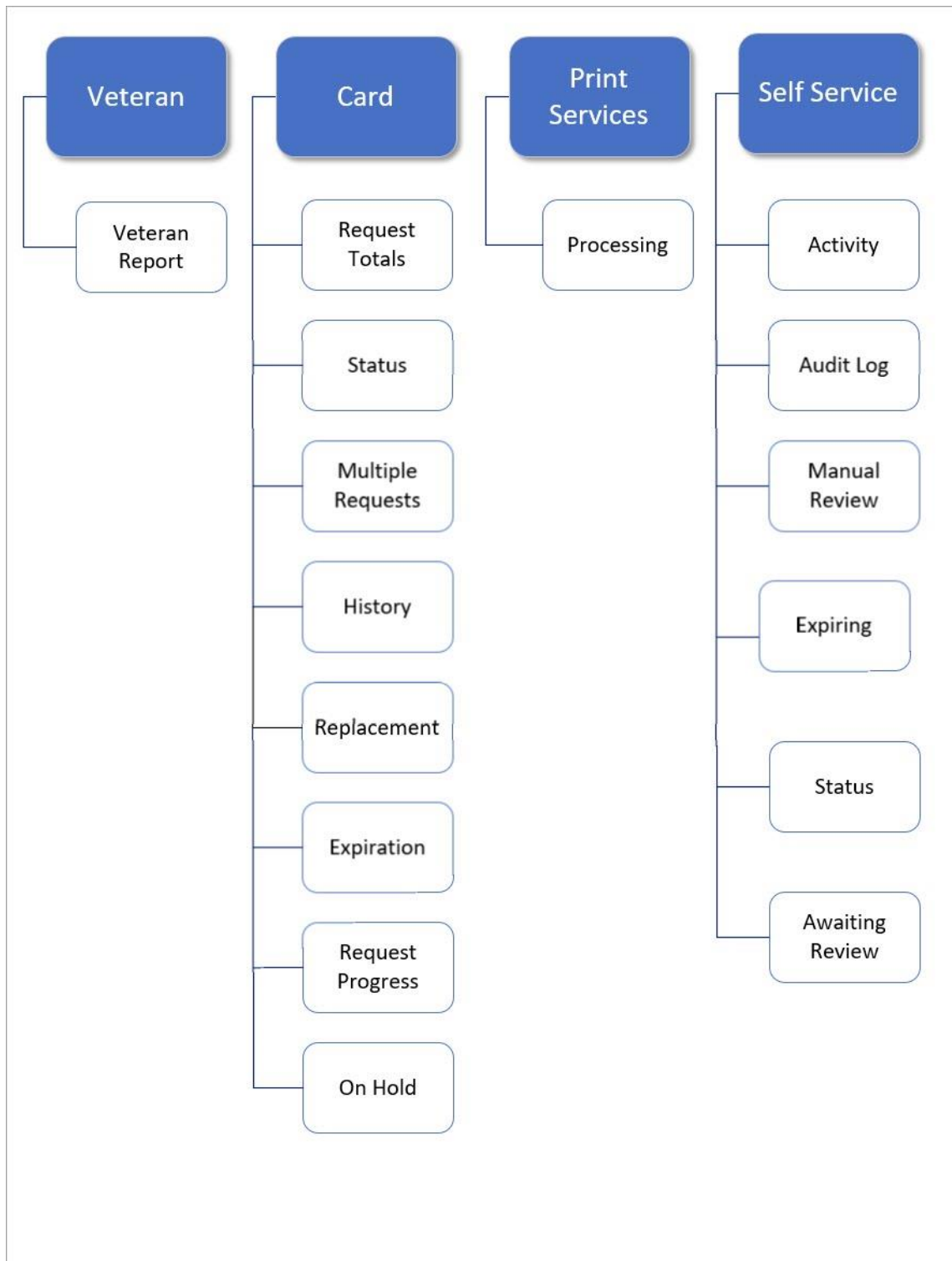
The following graphic represents the VHIC tabular report structure for the Supervisor user:

Figure 8: Report Tabular Structure for the Supervisor



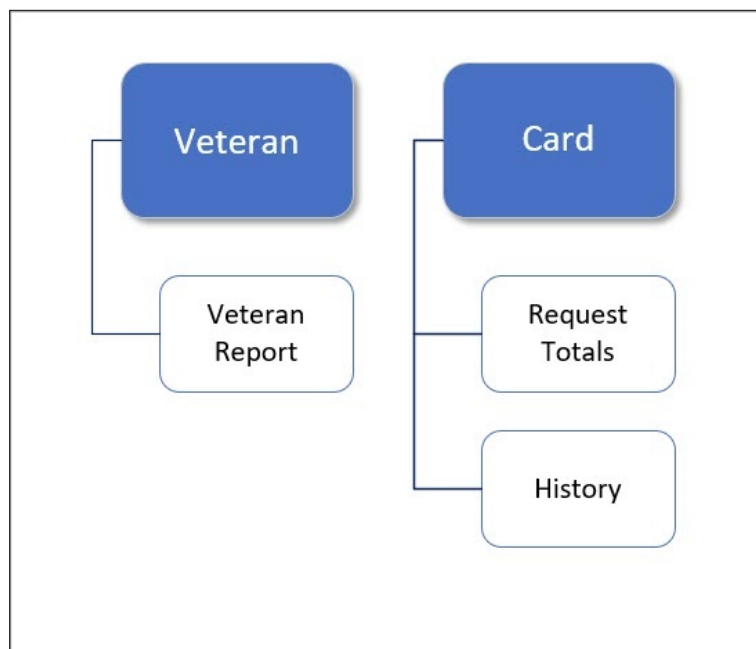
The following graphic represents the VHIC tabular report structure for the Associate user:

Figure 9: Report Tabular Structure for the Associate



The following graphic represents the VHIC tabular report structure for the Read-Only user:
Veteran Health Identification Card 4.25

Figure 10: Report Tabular Structure for the Read-Only user



3.1. Veteran Detail Report (Direct Search)

Table 2: Veteran Report at a Glance

At a Glance...	
Who can access this report?	Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor, Read-Only
Who can access National version?	N/A
Date Range Allowed	N/A
Search Criteria Available	Last Name, First Name, Date of Birth, Last four of SSN, ICN, Member ID, Card ID, Person ID

The *Veteran Report* (a.k.a. *Direct Search* or *Veteran Detail Report*) is the first report query screen presented to the VHIC user when accessing the reporting section of VHIC. This report provides a comprehensive overview of all of the information the VHIC application has on a particular Veteran, including their photo.


Figure 11: Veteran Report Query Fields

Veteran Report

Search Criteria

Last Name

First Name

DOB 

Last 4 of SSN

ICN

Member ID

Card ID

Person ID

After entering the appropriate search traits and clicking the **[Query]** button, a screen will appear with a summary listing of potential matches.

Figure 12: Veteran Report Search Results

Veteran Health Identification Card (VHIC) [Skip to Content](#)

[Home](#) [Card Request](#) [Reports](#) [Card Management](#) Logged in as:

Veteran Report

Name	Date of Birth	Date of Death	ICN	Member ID	Service Connected	POW	PH	MH	Enrollment Status
FOUR MVIPATIENT			1012991005V582194	2107346530	N	U	U	N	Y

The query result displays a summary view of Veteran information consisting of:

- Name
 - [Hyperlink to the Veteran Detail Report](#)
- Date of Birth
- Date of Death
- ICN
 - [Hyperlink to the Veteran Detail Report](#)
- Member ID
- Service Connected
- POW – Prisoner of War
- PH – Purple Heart
- MH – Medal of Honor
- Enrollment Status

NOTE: Entering an Invalid ICN, Card ID, or Veteran ID will result in an error message such as the one seen below. Examples of errors include:




- Invalid ICN. ICN must be 17 characters
- Invalid ICN. ICN must not contain special characters
- Invalid ICN format. Please enter valid ICN format, 17 chars (10 digits + V + 6 digits)
- Veteran ID must be an integer value
- Card ID: Please enter a valid number between 0 and 2147483647

Figure 13: Card ID Error Message

The screenshot displays the 'Veteran Health Identification Card (VHIC)' application interface. At the top, there is a navigation bar with links for 'Home', 'Card Request', 'Reports', and 'Card Management'. Below this, a sub-navigation bar includes 'Veteran', 'Card', 'Print Services', 'Auditing', and 'Self Service'. The main content area is titled 'Veteran Report'. A red error message, 'Card ID: Please enter a valid number between 0 and 2147483647.', is prominently displayed. A red arrow points to this message. Below the error, there is a 'Search Criteria' section with input fields for 'Last Name', 'First Name', 'DOB' (with a calendar icon), 'Last 4 of SSN', 'ICN', 'Member ID', 'Card ID' (containing the text 'dfgggg'), and 'Person ID'. At the bottom right of the search section are 'Clear' and 'Query' buttons.

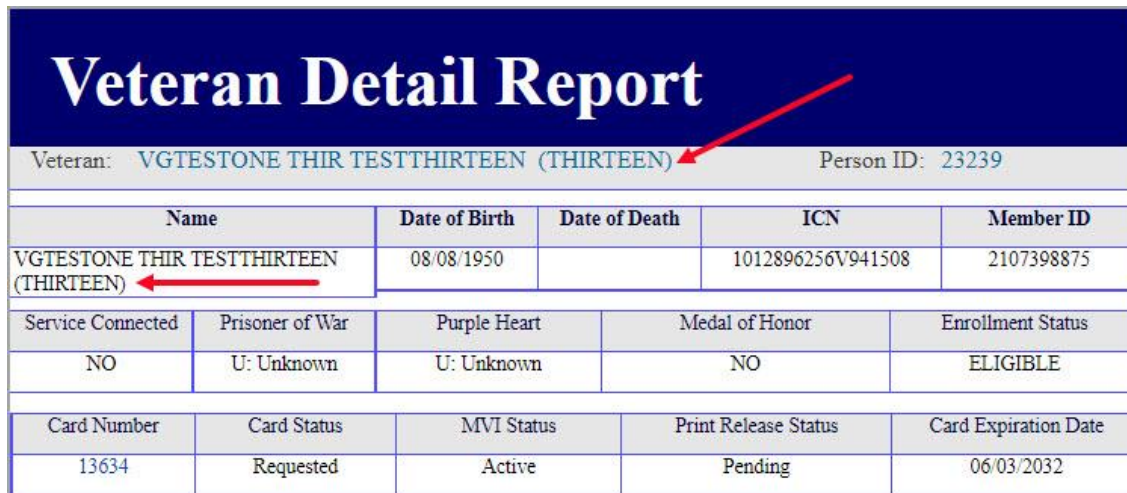
Clicking on the Veteran's name, or on their ICN, displays a comprehensive level of this report, a.k.a. the *VHIC Veteran Detail Report*.

Figure 14: VHIC Veteran Detail Report

Veteran Detail Report																																
Veteran: FOUR ONE MVIPATIENT III			Person ID: 22993																													
Name	Date of Birth	Date of Death	ICN	Member ID																												
FOUR ONE MVIPATIENT III	08/22/1985		1012991005V582194	2107346530																												
Service Connected	Prisoner of War	Purple Heart	Medal of Honor	Enrollment Status																												
NO	U: Unknown	U: Unknown	NO	ELIGIBLE																												
Card Number	Card Status	MVI Status	Print Release Status	Card Expiration Date																												
12213	Requested	Active	Mailed	09/26/2028																												
<table border="1"> <thead> <tr> <th colspan="3">Enrollment Address</th> </tr> </thead> <tbody> <tr> <td colspan="3">123 SESAME STREET</td> </tr> <tr> <td colspan="3"></td> </tr> <tr> <td colspan="3">FRONT ROYAL</td> </tr> <tr> <td>VA</td> <td>22630</td> <td>USA</td> </tr> <tr> <td colspan="3"></td> </tr> </tbody> </table>					Enrollment Address			123 SESAME STREET						FRONT ROYAL			VA	22630	USA													
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<table border="1"> <thead> <tr> <th>Person ID</th> <th>Plan ID</th> </tr> </thead> <tbody> <tr> <td>22993</td> <td>7346-243-588</td> </tr> <tr> <th>Last Update</th> <th>Last Updated By</th> </tr> <tr> <td>05/17/2021</td> <td>TEST_TEST_VAAUSIAM-VICTEST31</td> </tr> </tbody> </table>					Person ID	Plan ID	22993	7346-243-588	Last Update	Last Updated By	05/17/2021	TEST_TEST_VAAUSIAM-VICTEST31																				
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22993	7346-243-588																															
Last Update	Last Updated By																															
05/17/2021	TEST_TEST_VAAUSIAM-VICTEST31																															
<table border="1"> <thead> <tr> <th colspan="4">Card Request Count</th> </tr> </thead> <tbody> <tr> <th>Total</th> <th>Legacy</th> <th>Mass Reissue</th> <th>User Requested</th> </tr> <tr> <td>2</td> <td>0</td> <td>0</td> <td>2</td> </tr> </tbody> </table>					Card Request Count				Total	Legacy	Mass Reissue	User Requested	2	0	0	2																
Card Request Count																																
Total	Legacy	Mass Reissue	User Requested																													
2	0	0	2																													
<table border="1"> <thead> <tr> <th colspan="2">Veteran Photo</th> </tr> </thead> <tbody> <tr> <td colspan="2">  </td> </tr> </tbody> </table>					Veteran Photo																											
Veteran Photo																																
																																
<div> <div>Thursday 01 December 2022</div> <div>Page 1 of 1</div> </div>																																
Veteran Detail Report																																

NOTE: If the Veteran has a Preferred Name registered in the system it will appear on the *Veteran Detail Report* within parenthesis where the Full Name appears as seen below.

Figure 15: Veteran Detail Report with Preferred Name Listed.



Veteran Detail Report

Veteran: [VGTESTONE THIR TESTTHIRTEEN \(THIRTEEN\)](#) Person ID: [23239](#)


Name	Date of Birth	Date of Death	ICN	Member ID
VGTESTONE THIR TESTTHIRTEEN (THIRTEEN)	08/08/1950		1012896256V941508	2107398875

Service Connected	Prisoner of War	Purple Heart	Medal of Honor	Enrollment Status
NO	U: Unknown	U: Unknown	NO	ELIGIBLE

Card Number	Card Status	MVI Status	Print Release Status	Card Expiration Date
13634	Requested	Active	Pending	06/03/2032

The *VHIC Veteran Report* contains a hyperlink in the Card Number and Person ID Number areas. Clicking these hyperlinks take the user to the *VHIC Card History by Card ID report* and *VHIC Card History by Person ID Reports*, respectively. This user guide covers [Card History Reports in section 7.5](#).

Figure 16: Card Number and Person ID links on Veteran Detail report



Veteran Detail Report

Veteran: [VGTESTONE THIR TESTTHIRTEEN \(THIRTEEN\)](#) Person ID: [23239](#)

Name	Date of Birth	Date of Death	ICN	Member ID
VGTESTONE THIR TESTTHIRTEEN (THIRTEEN)	08/08/1950		1012896256V941508	2107398875

Service Connected	Prisoner of War	Purple Heart	Medal of Honor	Enrollment Status
NO	U: Unknown	U: Unknown	NO	ELIGIBLE

Card Number	Card Status	MVI Status	Print Release Status	Card Expiration Date
14875	Requested	Active	Pending	05/16/2033

3.2. Card Request Totals Report

Table 3: Card Request Totals Report at a Glance

At a Glance...	
Who can access this report?	Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor, Read-Only
Who can access National version?	Administrator, Tech Admin (Tier 3), Auditor
Date Range Allowed	Admins, Tech Admin (Tier 3), Auditor – unlimited Supervisor, Associate, Read-Only – one (1) year or less from date report is being run
Search Criteria Available (may vary by role)	VISN, Facility, Start Date, End Date

The Card Request Totals Report gives the user exactly that – the total card requests by selected VISN and/or Facility, in a tabular format within a designated period of time. By default, the "End Date" is set to the current date and the "Start Date" is set to a month prior. The Selecting the National checkbox, if available, returns results for all VISNs and Facilities. Selecting either the **[VISN]** or the **[Facility]** radio button will update the list of available options accordingly.

Options

The Card Request Totals Report can be viewed by clicking the **[Report]** button or using the **[Create PDF]** button to generate a pdf of the results for Details can be viewed on an Excel Spreadsheet by selecting **[Create XLS]**.

Figure 17: Card Request Totals Report query screen as seen by Administrators

Figure 18: VHIC Card Request National Report

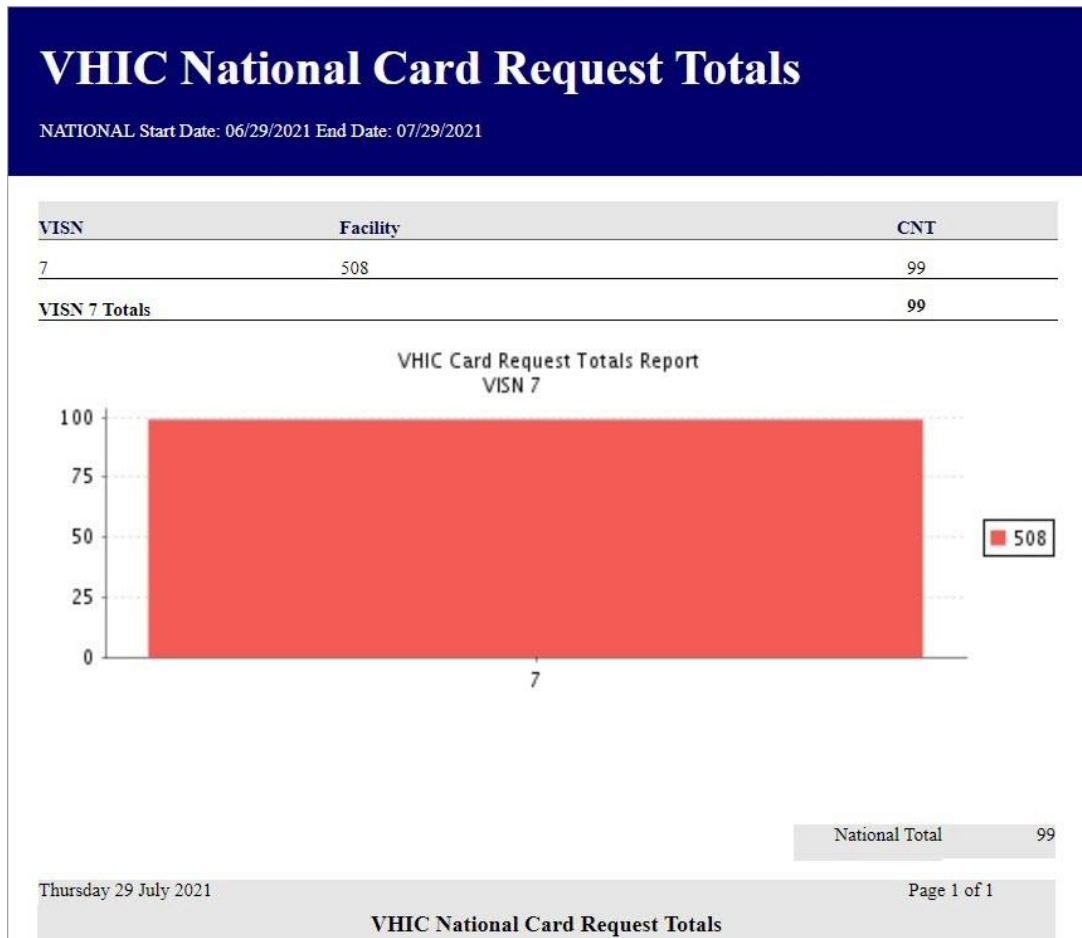


Figure 19: Card Request Total PDF Creation

Card Request Totals Report

Site Selection
 Facility: 508 - ATLANTA VAMC

Date Range
 Start Date: 2/2/2023
 End Date: 3/2/2023

* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user

Clear Report Create PDF Create XLS

For more accesible reports please press the Create PDF or Create XLS button.

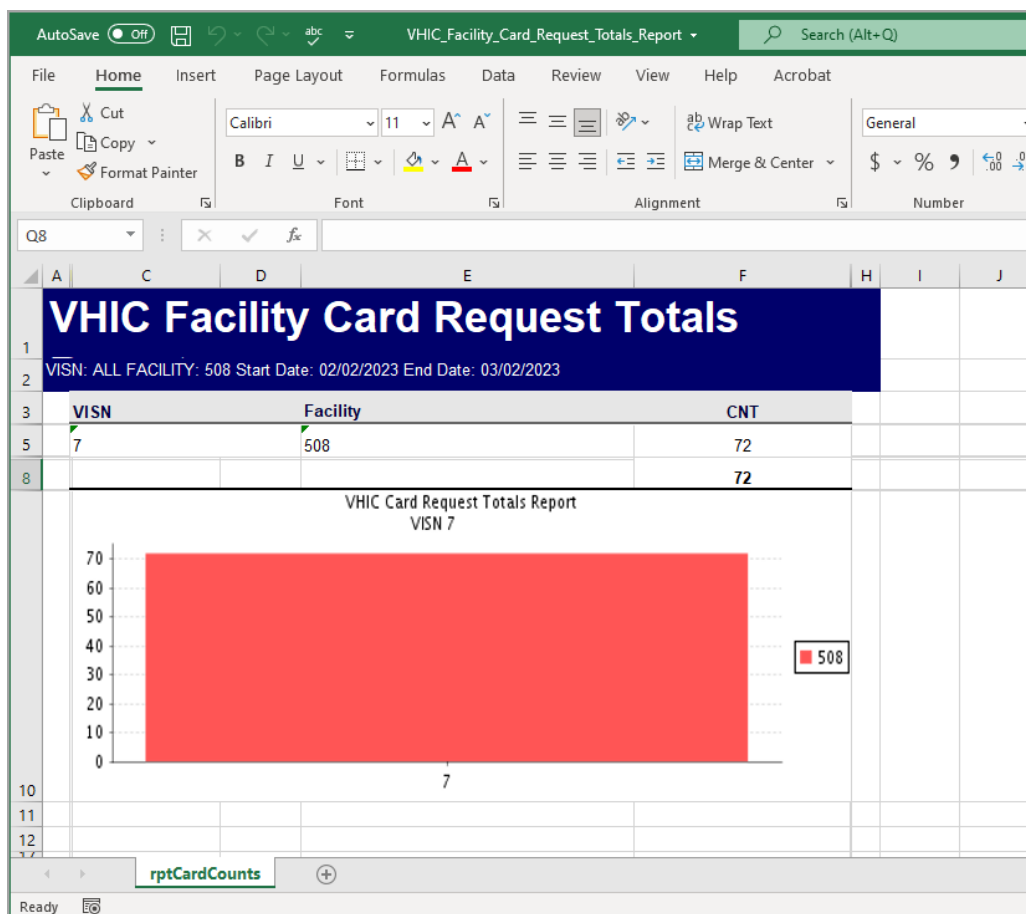
Downloads menu is open, showing options: Open, Save as (dropdown).

Selecting the **[Create XLS]** button will generate the report and export it to an Excel spreadsheet. The exported Excel spreadsheet contains the detailed data used to produce the report. An example can be found in *Figure 21: VHIC Card Request Totals Spreadsheet*.

Figure 20: VHIC Card Request Total Create XLS

The screenshot shows the 'Card Request Totals Report' form. The 'Facility' field is set to '508 - ATLANTA VAMC'. The 'Date Range' section shows 'Start Date' as 2/2/2023 and 'End Date' as 3/2/2023. A note states: '* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user'. The 'Create XLS' button is highlighted with a red box. A download window is open over the 'Create XLS' button, showing the file name 'VHIC_Facility_Card_Request_Totals_Report.pdf' and options to 'Open' or 'Save as'.

Figure 21: VHIC Card Request Totals Spreadsheet



The Card Request Totals report does not contain links to move between Site Selection options. For example, in order to view VISN Card Request Totals after running the National Totals, the user will need to navigate back to the report screen and submit a new query.

Figure 22: Card Request Totals Report by VISN

Card Request Totals Report

Site Selection

National ☐

VISN ☒ (indicated by a red arrow)

Facility ☐

Facilities

- 506GA - TOLEDO VA CLINIC
- 506GB - FLINT VA CLINIC
- 506GC - JACKSON MI CBOC
- 506GD - CANTON VA CLINIC
- 506GF - ADRIAN VA CLINIC
- 506QA - PACKARD ROAD VA CLINIC
- 506QB - GREEN ROAD VA CLINIC
- 508 - ATLANTA VAMC

Date Range

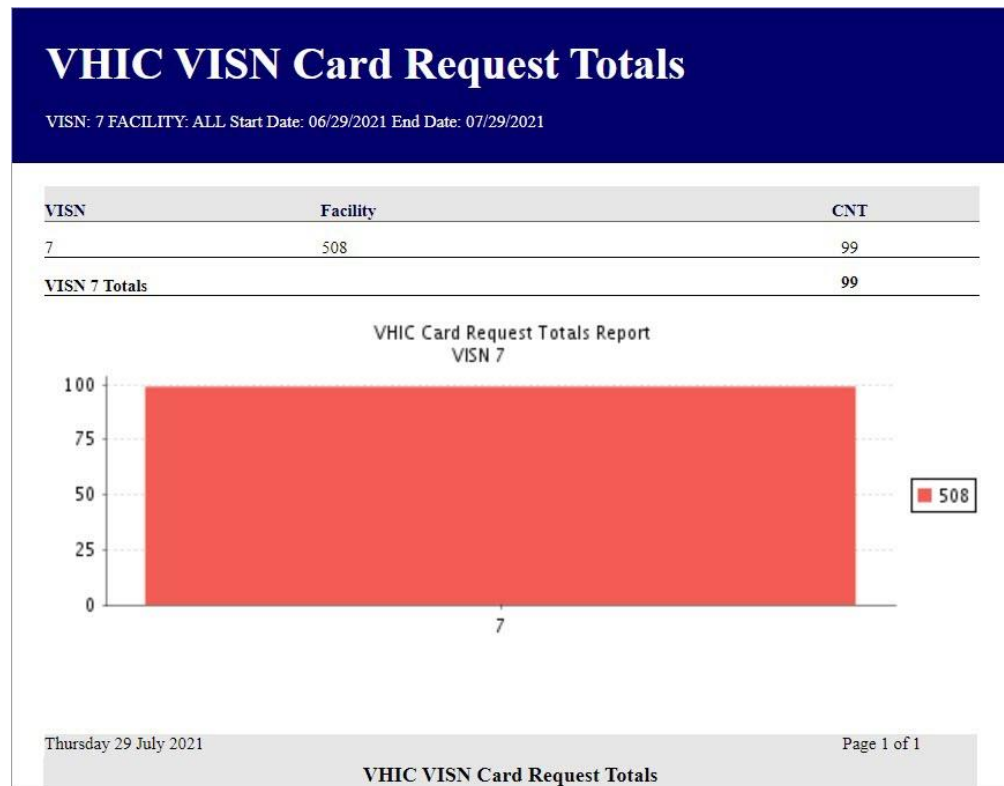
Start Date: 4/16/2023

End Date: 5/16/2023

Clear Report Create PDF Create XLS

For more accesible reports please press the Create PDF or Create XLS button.

Figure 23: VHIC Card Request Totals report – VISN



3.3. Card Status Report

Table 4: Card Status Report at a Glance

At a Glance...	
Who can access this report?	Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor
Who can access National version?	Administrator, Tech Admin (Tier 3), Auditor
Date Range Allowed	Admins, Tech Admin (Tier 3), Auditor – unlimited Supervisor, Associate, Read-Only – one (1) year or less from date report is being run
Search Criteria Available (may vary by role)	VISN, Facility, MPI Status, Card Status, Print Release Status (which includes a drop-down list), Start Date, End Date

The *Card Status Report* contains three unique categories: MPI Status, Card Status, and Print Release Status. This report has the usual search criteria options such as VISN or Facility, Start Date, and End Date. Along with those, the user must choose one of the three (3) options: *MPI Status*, *Card Status*, or *Print Release Status*. Each one of these options contains their own drop-down-list of items. The user must select one item from the corresponding list prior to running the desired report. The following sections list the options available for each status' selection. As with all reports, access to report categories, statuses, and options will depend on the role and access level of the user.

Figure 24: Card Status Report query screen as seen by Administrator

Card Status Report

Status Selection

☐ MPI Status
☒ Card Status
☐ Print Release Status

Card Status: Requested

Site Selection

National ☐
☐ VISN
☒ Facility

Facilities: 506GA - TOLEDO VA CLINIC
506GB - FLINT VA CLINIC
506GC - JACKSON MI CBOC
506GD - CANTON VA CLINIC
506GF - ADRIAN VA CLINIC
506QA - PACKARD ROAD VA CLINIC
506QB - GREEN ROAD VA CLINIC
508 - ATLANTA VAMC

Date Range

Start Date: 2/3/2023
End Date: 3/3/2023

Clear Report Create PDF Create XLS

For more accesible reports please press the Create PDF or Create XLS button.

3.3.1. MPI (Master Person Index) Status Option

Clicking the [MPI Status] radio button provides the following report options:

- Active*
- Not Correlated
- Rejected
- Unlinked

NOTE: The starred (*) item is the default for that status.

Once the user selects one of the drop-down list options, chooses a site, and inputs a date range, they will click [Report]. Clicking [Report] will display the *VHIC MPI Status Summary Report*.

Figure 25: Card Status Report MPI Status drop-down options displayed

The screenshot displays the 'Card Status Report' form. At the top, there are tabs for 'Veteran', 'Card', 'Print Services', 'Auditing', and 'Self Service'. Below these are sub-tabs: 'Request Totals', 'Status' (selected), 'Multiple Requests', 'History', 'Replacement', 'Expiration', 'Request Progress', 'Swipe/Scan', 'On Hold', and 'Destruction'. The main form area is titled 'Card Status Report' and contains three sections: 'Status Selection', 'Site Selection', and 'Date Range'. In the 'Status Selection' section, the 'MPI Status' radio button is selected, and a red arrow points to it. A drop-down menu is open, showing the following options: 'Active' (selected), 'Not Correlated', 'Rejected', and 'Unlinked'. The 'Site Selection' section has 'National' and 'Facility' radio buttons, with 'Facility' selected. Below this is a list of facilities: '506GA - TOLEDO VA CLINIC', '506GB - FLINT VA CLINIC', '506GC - JACKSON MI CBOC', '506GD - CANTON VA CLINIC', '506GF - ADRIAN VA CLINIC', '506QA - PACKARD ROAD VA CLINIC', '506QB - GREEN ROAD VA CLINIC', and '508 - ATLANTA VAMC'. The 'Date Range' section has 'Start Date' and 'End Date' fields, both set to '4/16/2023' and '5/16/2023' respectively. At the bottom right, there are buttons for 'Clear', 'Report', 'Create PDF', and 'Create XLS'.

Clicking **[PDF]** will generate *VHIC MPI Status Summary Report* in a .pdf.

Figure 26: MPI Status Report PDF Generated

The *VHIC MPI Status Summary Report* contains hyperlinks (the number in the column relating to the selection made from the drop-down menu). Clicking a hyperlink will open the next report. The hyperlink in the *VHIC MPI Status National Summary Report* will take you to the *VHIC MPI Status VISN Summary Report*.

Figure 27: VHIC MPI Status National Summary Report – Active

VHIC MVI Status National Summary Report			
NATIONAL Start Date: 04/16/2023 End Date: 05/16/2023			
VISN	VISN #	# of Cards Active	# of Cards Total
VA Desert Pacific Healthcare Network	22	2	3
VA Southeast Network	7	25	4821
National Totals:		27	4824
Tuesday 16 May 2023			
VHIC MVI Status National Summary Report			
Page 1 of 1			

Clicking on the hyperlink in the *VISN Summary Report* will take you to the *VHIC MPI Status Facility Detail Report* with results broken down by Veteran.

Figure 28: VHIC MPI Status VISN Summary Report – Active

VHIC MVI Status VISN Summary Report					
VISN: 22 Start Date: 04/16/2023 End Date: 05/16/2023					
VISN	VISN #	Facility	Facility #	# of Cards Active	# of Cards Total
VA Desert Pacific Healthcare Network	22	PHOENIX VAMC	644	2	3
VISN 22 Totals:				2	3
Tuesday 16 May 2023					
VHIC MVI Status VISN Summary Report					
Page 1 of 1					

If you searched by Facility, you would be given the *VHIC MPI Status Facility Summary Report* and would click on the hyperlink to be taken to the *VHIC MPI Status Facility Detail Report*.

Figure 29: VHIC MPI Status Facility Summary Report – Active

VHIC MVI Status Facility Summary Report					
Facility: 644 Start Date: 04/16/2023 End Date: 05/16/2023					
VISN	VISN #	Facility	Facility #	# of Cards Active	# of Cards Total
VA Desert Pacific Healthcare Network	22	PHOENIX VAMC	644	2	3
VISN 22 Totals:				2	3
Tuesday 16 May 2023					
VHIC MVI Status Facility Summary Report					
Page 1 of 1					

From the *VHIC MPI Status Facility Detail Report*, the user can click on any of the Veteran Name Hyperlinks to view the Veteran Detail Report of the selected veteran.

Figure 30: VHIC MPI Status Facility Detail Report – Active

VHIC MVI Status Facility Detail Report										
Facility: 644 Start Date: 04/16/2023 End Date: 05/16/2023										
Facility	Facility #	VISN #	Status Date	MVI Status	Last Name	First Name	Preferred Name	Member ID	Card Cnt	
PHOENIX VAMC	644	22	05/02/2023	Active	TESTEIGHT	VGTESTNINETYSEVEN		2114518711	1	
PHOENIX VAMC	644	22	05/02/2023	Active	TESTONE	VGTESTNINETY		2114394257	1	

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VHIC MVI Status Facility Detail Report

Figure 31: Veteran Detail Report from Link

Veteran Detail Report				
Veteran: VGTESTNINETYSEVEN TESTEIGHT			Person ID: 24273	
Name	Date of Birth	Date of Death	ICN	Member ID
VGTESTNINETYSEVEN TESTEIGHT	05/10/1955		1013804180V020332	2114518711
Service Connected	Prisoner of War	Purple Heart	Medal of Honor	Enrollment Status
YES	U: Unknown	U: Unknown	NO	ELIGIBLE
Card Number	Card Status	MVI Status	Print Release Status	Card Expiration Date
14811	Requested	Active	Mailed	

Selecting the **[Create XLS]** button will generate the report and export it to an Excel spreadsheet. The exported Excel spreadsheet contains the detailed data used to produce the report. An example can be found in *Figure 33: VHIC MPI Status Facility Detail Report Spreadsheet*.

Figure 32: VHIC MPI Status Facility Detail Report Exported to XLS

Card Status Report

Status Selection

☒ MVI Status
☐ Card Status
☐ Print Release Status

MVI Status: Active

Site Selection

Facility: 508 - ATLANTA VAMC

Date Range

Start Date: 2/3/2023
End Date: 3/3/2023

* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user

Clear Report Create PDF Create XLS

For more accesible reports please press the Create PDF or Create XLS button.

Figure 33: VHIC MPI Status Facility Detail Report Spreadsheet

	Facility	Facility #	VISN #	Status Date	MVI Status	Last Name	First Name	Preferred Name	Member ID	Card Cnt
1	VHIC MVI Status Facility Detail Report									
2	Facility: 508 Start Date: 02/03/2023 End Date: 03/03/2023									
3	ATLANTA VAMC	508	7	02/03/2023	Active	TESTNINETYTHREE	VGTESTEIGHTYONE		2114359626	1
5	ATLANTA VAMC	508	7	02/03/2023	Active	TESTNINETYTWO	VGTESTEIGHTY		2114328840	1
6	ATLANTA VAMC	508	7	02/06/2023	Active	TESTNINETYEIGHT	VGTESTEIGHTYSEVEN		2114363041	1
7	ATLANTA VAMC	508	7	02/06/2023	Active	TESTNINETYFIVE	VGTESTEIGHTYFOUR		2114359966	1
8	ATLANTA VAMC	508	7	02/06/2023	Active	TESTNINETYFOUR	VGTESTEIGHTYTHREE		2114359907	1
9	ATLANTA VAMC	508	7	02/06/2023	Active	TESTNINETYSEVEN	VGTESTEIGHTYSIX		2114362959	1
10	ATLANTA VAMC	508	7	02/06/2023	Active	TESTNINETYSIX	VGTESTEIGHTYFIVE		2114362940	1
11	ATLANTA VAMC	508	7	02/06/2023	Active	TESTNINETYFIVE	VGTESTEIGHTYFOUR		2114359966	1

3.3.2. Card Status Option

Clicking the [Card Status] radio button provides the following report options:

- Replaced
- Deactivated
- Expired

- On Hold
- Pending
- Requested*
- Defunct
- Pending Destruction
- Destroyed

NOTE: The starred (*) item is the default for that status.

Once the user selects one of the drop-down list options, chooses a site, and inputs a date range, they will click the **[Report]** button. Clicking the **[Report]** button will display the *VHIC Card Status Report*.

Figure 34: Card Status Report query screen with Card Status drop-down menu options displayed

The *VHIC Card Status Report* contains hyperlinks (the number in the column relating to the selection made from the drop-down menu). Clicking a hyperlink will open the next report. The hyperlink in the *VHIC Card Status National Report* will take you to the *VHIC Card Status VISN Report*.

Figure 35: VHIC Card Status National Summary Report – Requested

VHIC Card Status National Summary Report NATIONAL Start Date: 04/16/2023 End Date: 05/16/2023			
VISN	VISN #	# of Cards Requested	# of Cards Total
VA Desert Pacific Healthcare Network	22	2	3
VA Southeast Network	7	16	4821
VA Sunshine Healthcare Network	8	0	32
VA MidSouth Healthcare Network	9	0	3
National Totals:		18	4859
Tuesday 16 May 2023 Page 1 of 1 VHIC Card Status National Summary Report			

Clicking on the hyperlink in the *VISN Summary Report* will take you to the *VHIC Card Status Detail Report* with results broken down by Veteran.

Figure 36: VHIC Card Status VISN Summary Report – Requested

VHIC Card Status VISN Summary Report VISN: 22 Start Date: 04/16/2023 End Date: 05/16/2023					
VISN	VISN #	Facility	Facility #	# of Cards Requested	# of Cards Total
VA Desert Pacific Healthcare Network	22	PHOENIX VAMC	644	2	2
VISN 22 Totals:				2	2
Tuesday 16 May 2023 Page 1 of 1 VHIC Card Status VISN Summary Report					

If you searched by Facility, you would be given the *VHIC Card Status Facility Report* and would click on the hyperlink to be taken to the *VHIC Card Status Detail Report*.

Figure 37: VHIC Card Status Facility Summary Report – Requested

VHIC Card Status Facility Summary Report					
Facility: 644 Start Date: 04/16/2023 End Date: 05/16/2023					
VISN	VISN #	Facility	Facility #	# of Cards Requested	# of Cards Total
VA Desert Pacific Healthcare Network	22	PHOENIX VAMC	644	2	2
VISN 22 Totals:				2	2
Tuesday 16 May 2023					
Page 1 of 1					
VHIC Card Status Facility Summary Report					

From the Facility Detail Report users can select a Veteran Name link to view their Veteran Detail Report.

Figure 38: VHIC Card Status Facility Detail Report – Requested

VHIC Card Status Facility Detail Report									
Facility: 644 Start Date: 04/16/2023 End Date: 05/16/2023									
Facility	Facility #	VISN #	Status Date	Card Status	Last Name	First Name	Preferred Name	Card Number	Member ID
PHOENIX VAMC	644	22	05/02/2023	Requested	TESTONE	VGTESTNNINETY		14812	2114394257
PHOENIX VAMC	644	22	05/02/2023	Requested	TESTEIGHT	VGTESTNNINETYSEVEN		14811	2114518711
Tuesday 16 May 2023									
Page 1 of 1									
VHIC Card Status Facility Detail Report									

3.3.3. Print Release Status Option

Clicking the [Print Release Status] radio button provides the following report options:

- Cancelled
- Error
- Mailed*
- Not Started
- Pending
- Received
- Rejected
- Sent

NOTE: The starred (*) item is the default for that status.

Once the user selects one of the drop-down list options, chooses a site, and inputs a date range, they will click the **[Report]** button. Clicking **[Report]** will display the *VHIC Print Status Summary Report*.

Figure 39: Card Status Report : Print Release Status drop-down menu options displayed

The screenshot displays the 'Card Status Report' interface. At the top, there are tabs for 'Veteran', 'Card', 'Print Services', 'Auditing', and 'Self Service'. Below these are sub-tabs: 'Request Totals', 'Status', 'Multiple Requests', 'History', 'Replacement', 'Expiration', 'Request Progress', 'Swipe/Scan', 'On Hold', and 'Destruction'. The 'Status' sub-tab is active. The main content area is titled 'Card Status Report'. It contains three main sections: 'Status Selection', 'Site Selection', and 'Date Range'. In the 'Status Selection' section, there are three radio buttons: 'MVI Status', 'Card Status', and 'Print Release Status'. The 'Print Release Status' radio button is selected, and a red arrow points to it. Below the radio buttons is a 'Print Release Status' dropdown menu. The dropdown menu is open, showing the following options: 'Mailed', 'Cancelled', 'Error', 'Mailed', 'Not Started', 'Pending', 'Received', 'Rejected', and 'Sent'. The 'Mailed' option is highlighted. In the 'Site Selection' section, there are three radio buttons: 'National', 'VISN', and 'Facility'. The 'Facility' radio button is selected. Below the radio buttons is a list of facilities: '506GA - TOLEDO VA CLINIC', '506GB - FLINT VA CLINIC', '506GC - JACKSON MI CBOC', '506GD - CANTON VA CLINIC', '506GF - ADRIAN VA CLINIC', '506QA - PACKARD ROAD VA CLINIC', '506QB - GREEN ROAD VA CLINIC', and '508 - ATLANTA VAMC'. The '508 - ATLANTA VAMC' facility is highlighted. In the 'Date Range' section, there are two date input fields: 'Start Date' and 'End Date'. The 'Start Date' field contains '4/16/2023' and the 'End Date' field contains '5/16/2023'. At the bottom of the form, there are four buttons: 'Clear', 'Report', 'Create PDF', and 'Create XLS'.

Clicking the **[Create PDF]** button will generate VHIC MPI Status Summary Report in a .pdf format as in.

Figure 40: Print Release Status Report PDF Generated

The *VHIC Print Status Report* contains hyperlinks (the number in the column relating to the selection made from the drop-down menu). Clicking a hyperlink will open the next report. The hyperlink in the *VHIC Print Status National Report* will take you to the *VHIC Print Status VISN Summary Report*.

Figure 41: VHIC Print Status National Summary Report – Mailed

VHIC Print Status National Summary Report			
Start Date: 04/16/2023 End Date: 05/16/2023			
VISN	VISN #	# of Cards Mailed	# of Cards Total
VA MidSouth Healthcare Network	9	0	1
VA Southeast Network	7	24	116
VA Desert Pacific Healthcare Network	22	2	3
National Totals:		26	120
Tuesday 16 May 2023			
VHIC Print Status National Summary Report			
Page 1 of 1			

Clicking on the hyperlink in the VISN Summary Report will take you to the *VHIC Print Status Detail Report* with results broken down by Veteran.

Figure 42: VHIC Print Release Status Summary Report - VISN – Mailed

VHIC Print Status VISN Summary Report					
VISN: 9 Facility: ALL Start Date: 04/16/2023 End Date: 05/16/2023					
VISN	VISN #	Facility	Facility #	# of Cards Mailed	# of Cards Total
VA MidSouth Healthcare Network	9	TENNESSEE VALLEY HCS	626	0	1
VISN 9 Totals:				0	1
Tuesday 16 May 2023					
VHIC Print Status VISN Summary Report					
Page 1 of 1					

If you searched by Facility, you would be given the *VHIC Print Status Facility Report* and would click on the hyperlink to be taken to the *VHIC Print Status Detail Report*.

Figure 43: VHIC Print Status Detail Report - Facility – Mailed

VHIC Print Status Facility Detail Report									
Facility: 626 Start Date: 04/16/2023 End Date: 05/16/2023									
Facility	Facility #	VISN #	Date Mailed	# of Cards Mailed	Reason	Last Name	First Name	Preferred Name	Member ID
No Matching Data									
Tuesday 16 May 2023									
VHIC Print Status Facility Detail Report									
Page 1 of 1									

Selecting the **[Create XLS]** button will generate the report and export it to an Excel spreadsheet. The exported Excel spreadsheet contains the detailed data used to produce the report. An example can be found in *Figure 45: Print Release Status Report Spreadsheet*.

Figure 44: Print Release Status Report XLS Generated

Card Status Report

Status Selection

☐ MVI Status
☐ Card Status
☒ Print Release Status

Print Release Status: Mailed

Site Selection

Facility: 508 - ATLANTA VAMC

Date Range

Start Date: 2/3/2023
End Date: 3/3/2023

* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user

Clear Report Create PDF Create XLS

For more accesible reports please press the Create PDF or Create XLS button.

Figure 45: Print Release Status Report Spreadsheet

	Facility	Facility #	VISN #	Date Mailed	# of Cards Mailed	Reason	Last Name	First Name	Preferred Name	Member ID
1	ATLANTA VAMC	508	7	02/28/2023	1		TESTFFTEEN	VGTESTFOUR		2110086850
2	ATLANTA VAMC	508	7	02/28/2023	1		TESTEIGHTYTWO	VGTESTSEVENTY	SEVENTY	2114332405
3	ATLANTA VAMC	508	7	02/28/2023	1		TESTEIGHTYTHREE	VGTESTSEVENTYONE		2114324089
4	ATLANTA VAMC	508	7	02/28/2023	1		TESTEIGHTYFOUR	VGTESTSEVENTYTWO		2114323996
5	ATLANTA VAMC	508	7	02/28/2023	1		TESTEIGHTYEIGHT	VGTESTSEVENTYSIX		2114324585
6	ATLANTA VAMC	508	7	02/28/2023	1		TESTNINETY	VGTESTSEVENTYEIGHT		2114324607

3.4. Multiple Card Requests Report

Table 5: Multiple Request Report at a Glance

At a Glance...	
Who can access this report?	Administrator, Supervisor, Tech Admin (Tier 3), Auditor
Who can access National version?	Administrator, Tech Admin (Tier 3), Auditor
Date Range Allowed	Admins, Tech Admin (Tier 3), Auditor – unlimited Supervisor, Associate, Read-Only – one (1) year or less from date report is being run
Search Criteria Available (may vary by role)	Card Requests (#), VISN, Facility, Cards Requested, Cards Mailed, Start Date, End Date

The *Multiple Card Requests Report* provides a summary of either multiple cards requested for a Veteran or multiple cards mailed to a Veteran. The user must select the radio button corresponding to the desired report. This report is customizable and will return multiples based on specific numeric criteria entered into the Card Requests field (*the default is two (2)*).

Once the user specifies a number of cards requested or mailed, chooses a site, and inputs a date range, they will click the **[Report]** button. Clicking the **[Report]** button will display the *VHIC Detailed Report for Number of Cards Requested/Mailed*.

Figure 46: Multiple Card Requests Report query screen – Administrator

The *VHIC Summary Report for Number of Cards Requested/Mailed - National* lists all the VISNs and contains a hyperlink in the VISN # column. Clicking the hyperlink takes the user to the *VHIC Detailed Report for Number of Cards Requested/Mailed - VISN* report.

Figure 47: VHIC National Summary Report for Number of Cards Requested

VHIC National Summary Report for Number of Cards Requested NATIONAL Start Date: 04/16/2023 End Date: 05/16/2023			
VISN	VISN #	# Veterans	# Cards Requested
VA Southeast Network	7	1	2
VA Southeast Network	7	1	14
VA Southeast Network	7	1	60
NATIONAL Totals:		3	76

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VHIC National Summary Report for Number of Cards Requested

The *VHIC Detail Report for Number of Cards Requested/Mailed - VISN* lists all the Facilities for the selected VISN and contains a hyperlink in the Facility # column. Clicking the hyperlink takes the user to the *VHIC Facility Detailed Report for Number of Cards Requested/Mailed* report.

Figure 48: VHIC VISN Summary Report for Number of Cards Requested

VHIC VISN Summary Report for Number of Cards Requested VISN: 7 Start Date: 04/16/2023 End Date: 05/16/2023			
VISN	VISN #	# Veterans	# Cards Requested
VA Southeast Network	7	1	2
VA Southeast Network	7	1	14
VA Southeast Network	7	1	60
VISN Totals:		3	76
Tuesday 16 May 2023 Page 1 of 1 VHIC VISN Summary Report for Number of Cards Requested			

When the user searches by Facility, the *VHIC Detailed Report for Number of Cards Requested/Mailed - Facility* lists all the VISNs and contains a hyperlink in the Facility # column. Clicking on the facility number will drill down further to show a breakdown by Veteran.

Figure 49: VHIC Facility Summary Report for Number of Cards Requested

VHIC Facility Summary Report for Number of Cards Requested VISN: 7 Start Date: 04/16/2023 End Date: 05/16/2023			
Facility	Facility #	# Veterans	# Cards Requested
VA Southeast Network 7			
ATLANTA VAMC	508	1	2
ATLANTA VAMC	508	1	14
ATLANTA VAMC	508	1	60
Tuesday 16 May 2023 Page 1 of 1 VHIC Facility Summary Report for Number of Cards Requested			

The *VHIC Facility Detailed Report for Number of Cards Requested/Mailed* report includes the Veteran's Name, Member ID (if available), and number of Cards Requested/Mailed.

Figure 50: VHIC Facility Detail Report for Number of Cards Requested

VHIC Facility Detail Report for Number of Cards Requested Site: 508 Start Date: 04/16/2023 End Date: 05/16/2023				
Last Name	First Name	Preferred Name	Member ID	# Cards Requested
ATLANTA VAMC 508				
TESTTHIRTEEN	VGTESTONE	THIRTEEN	2107398875	60
TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	2113741280	14
TESTSIXTYTHREE	VGTESTFIFTYONE		2110317517	2
Tuesday 16 May 2023				Page 1 of 1
VHIC Facility Detail Report for Number of Cards Requested				

3.5. Card History Report

Table 6: Card History Report at a Glance

At a Glance...	
Who can access this report?	Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor, Read-Only
Who can access National version?	N/A
Date Range Allowed	N/A
Search Criteria Available	Card ID, Person ID

The *Card History Report* provides the user with a breakdown of requested cards. To access these reports, enter a **Card ID** number or a **Person ID** number of the Veteran.

Figure 51: Card History Report query screen as seen by Administrators and Auditors

Veteran
Card
Print Services
Auditing
Self Service

Request Totals
Status
Multiple Requests
History
Replacement
Expiration
Request Progress
Swipe/Scan
On Hold
Destruction

Card History Report

Search Criteria

Card ID

Person ID

Clear

Report

Create PDF

For more accesible reports please press the Create PDF or Create XLS button.

Searching by **Card ID** (found in the [Veteran Detail Report](#)) returns a single result for that specific card number, referred to as the *Card History by Card ID Report*.

NOTE: The example below is a card history report featuring a Veteran with a foreign mailing address.

Figure 52: VHIC Card History by Card ID Report

VHIC Card History by Card ID Report

Veteran ID: ANY Card ID: 14849

Veteran: VGTESTNINETYFIVE TESTSIX		Person ID: 24296	
Gender	Date of Birth	Service	Card Count
MALE	07/10/1950	YES	1
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
UNKNOWN	NO	ELIGIBLE	UNKNOWN

Card ID: 14849

Card Issuer	Last Changed Date	Last Changed By	Card Type
VIC	05/10/2023	VIC	VHIC
Date Card Requested	Date of Mailing	Expiration Date	
05/10/2023	05/10/2023	05/10/2033	

Picture Comment	Current Card Status	Current MVI Status	Current Print Status
	Requested	Active	Mailed

Picture Effective Date	Branch of Service	VISN	Facility
05/10/2023	NAVY	7	ATLANTA VAMC - 508
Mailed to Address		Address Selected By Veteran	
2-19-23 AOBADAI MEGURO TOKYO, 153-0042 JPN (F)		2-19-23 AOBADAI MEGURO TOKYO, 153-0042 JPN	

Status	MVI	Print	Message	Status Change	Changed By
Pending	Not Correlated	Not Started	REQUEST PENDING.	05/10/2023 16:26:21	VIC
Replacement Reason		Hold Reason(s)	Print Error Reason		Deactivation Reason

Status	MVI	Print	Message	Status Change	Changed By
Pending	Active	Not Started	PENDING REQUEST CORRELATED.	05/10/2023 16:26:22	VIC
Replacement Reason		Hold Reason(s)	Print Error Reason		Deactivation Reason

Status	MVI	Print	Message	Status Change	Changed By
Requested	Active	Pending	REQUEST SUBMITTED.	05/10/2023 16:26:22	VIC
Replacement Reason		Hold Reason(s)	Print Error Reason		Deactivation Reason

Thursday 08 June 2023
Page 1 of 2

VHIC Card History by Card ID Report

Status	MVI	Print	Message	Status Change	Changed By
Requested	Active	Sent	SENT TO PRINTER.	05/10/2023 22:15:32	VIC
Replacement Reason		Hold Reason(s)	Print Error Reason		Deactivation Reason

Status	MVI	Print	Message	Status Change	Changed By
Requested	Active	Received	PRINTING ACCEPTED.	05/10/2023 22:17:11	VIC
Replacement Reason		Hold Reason(s)	Print Error Reason		Deactivation Reason
Successfully Accepted.					

Status	MVI	Print	Message	Status Change	Changed By
Requested	Active	Mailed	MAILED.	05/10/2023 22:17:11	VIC
Replacement Reason		Hold Reason(s)	Print Error Reason		Deactivation Reason

Thursday 08 June 2023
Page 2 of 2

VHIC Card History by Card ID Report

Searching by **Person ID** (found in the [Veteran report](#)) returns all the cards requested for that Veteran, referred to as the *Card History by Person ID Report*.

Figure 53: Card History by Person ID Report

REDACTED

Both reports, *Card History by Card ID*, and *Card History by Person ID*, provide the user with the following information tied to that particular card:

- Veteran's name
- Person ID
- Gender
- Date of Birth
- Service status
- Card Count
- Purple Heart status
- Medal of Honor status
- Enrollment Status
- Prisoner of War status
- Card ID
- Card Issuer
- Last Changed Date
- Last Changed By
- Card Type
- Date Card Requested
- Date of Mailing
- Expiration Date
- Picture Comment
- Current Card Status
- Current MPI Status
- Current Print status
- Picture Effective Date
- Branch of Service
- VISN
- Facility
- Replacement Reason (If any)
- Hold Reason(s) (If any)

- Print Error Reason (If any)
- Deactivation Reason (If any)

A history of the three statuses is also available. This allows reviewers to monitor and verify the various stages the card request has gone through as well as its final status at the time of the report.

Figure 54: Card History Report Status History

Status	MVI	Print	Message	Status Change	Changed By
On Hold	Active	Not Started	ON HOLD UPDATED.	12/07/2015 09:30:18	VAAUSIAM-VICTEST43
Replacement Reason		Hold Reason(s)	Print Error Reason		Deactivation Reason
Lost		NOT PROOFED			

3.6. Card Replacement Report

Table 7: Card Replacement Report at a Glance

At a Glance...	
Who can access this report?	Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor
Who can access National version?	Administrator, Tech Admin (Tier 3), Auditor
Date Range Allowed	Administrator, Tech Admin (Tier 3), Auditor – unlimited Supervisor, Associate – one (1) year or less from date report is being run
Search Criteria Available	VISN, Facility, Start Date, End Date

Each *Card Replacement Report* gives the user a breakdown, in a tabular format, of the requested replacement cards. The report, sorted by the replacement reasons and by the selected VISN and/or Facility, displays the number of Cards Replaced for each specific reason, and provides a hyperlinked number. Clicking a hyperlink takes the user to reports that are more detailed.

Selecting the **[National]** checkbox (if available) will return results for all VISNs and Facilities. Selecting either the **[VISN]** or the **[Facility]** radio button will update the list of available options accordingly (based on a user's role).

Figure 55: VHIC Card Replacement Report query screen seen by Administrators

Clicking **[PDF]** will generate VHIC MPI Status Summary Report in a .pdf format as in.

Figure 56: Card Replacement Report PDF Generated

The *VHIC Card Replacement National Report* lists the VISNs and contains a hyperlink in the VISN # column. Clicking the hyperlink takes the user to the *VHIC Card Replacement VISN Summary Report*.

Figure 57: VHIC Card Replacement Summary Report – National

VHIC Card Replacement National Summary Report		
Number of Cards Replaced Between 04/16/2023 and 05/16/2023 National Report		
VISN Name	VISN #	# of Cards Replaced
VA Southeast Network	7	84
VA Southeast Network	7	2
NATIONAL Totals:		86
Tuesday 16 May 2023		
Page 1 of 1		
VHIC Card Replacement National Summary Report		

The *VHIC Card Replacement VISN Summary Report* lists all the Facilities for the selected VISN and contains a hyperlink in the Facility # column. Clicking the hyperlink takes the user to the *VHIC Card Replacement Facility Summary* report.

Figure 58: VHIC Card Replacement VISN Summary Report

VHIC Card Replacement VISN Summary Report		
Number of Cards Replaced Between 04/16/2023 and 05/16/2023 VISN: 7		
Facility	Facility #	# of Cards Replaced
ATLANTA VAMC	508	84
CHEY6	987	2
VISN 7 Totals:		86
Tuesday 16 May 2023		
Page 1 of 1		
VHIC Card Replacement VISN Summary Report		

The *VHIC Card Replacement Facility Report* lists the Replacement Reasons and contains a hyperlink in the # of Cards Replaced column. Clicking the hyperlink takes the user to the *VHIC Card Replacement Facility Sub-Reason Report*.

Figure 59: VHIC Card Replacement Facility Report – Summary

VHIC Card Replacement Facility Summary Report	
Number of Cards Replaced Between 04/16/2023 and 05/16/2023 Facility: 508	
Replacement Reason	# of Cards Replaced
Damaged	1
Lost	46
Poor Quality	1
Stolen	36
Facility 508 Totals:	84
Tuesday 16 May 2023	
Page 1 of 1	
VHIC Card Replacement Facility Summary Report	

NOTE: The "No Matching Data" message will show when no records are returned to be consistent with the other summary level reports for this option.

Figure 60: No Matching Data Message

VHIC Card Replacement Facility Summary Report	
Number of Cards Replaced Between 10/05/2019 and 11/05/2019 Facility: 050	
Replacement Reason	# of Cards Replaced
No Matching Data	
Tuesday 05 November 2019	
Page 1 of 1	
VHIC Card Replacement Facility Summary Report	

The *VHIC Card Replacement Facility Sub-Reason Report* contains a hyperlink in the # of Cards Replaced column. Clicking the hyperlink opens up a detailed breakdown report by Veteran.

Figure 61: VHIC Card Replacement Facility Sub Reason Report – Summary

VHIC Card Replacement Facility Subreason Summary Report		
Number of Cards Replaced By Subreason Between 04/16/2023 and 05/16/2023 Facility: 508		
Replacement Reason	Replacement Sub Reason	# of Cards Replaced
Damaged	Barcode not working	1
Facility 508 Totals:		1
Tuesday 16 May 2023		Page 1 of 1
VHIC Card Replacement Facility Subreason Summary Report		

The *VHIC Card Replacement Sub-Reason Detail* contains hyperlinks in both the Card Number column and the Last 4 SSN column. Clicking the hyperlink under Card Number will take the user to the *Card History Report* for that Card ID and clicking on the hyperlink under the Last 4 SSN takes the user to the *Veteran Detail Report* for the Veteran selected.

Figure 62: VHIC Card Replacement Facility Sub Reason Detail report

VHIC Card Replacement Facility Subreason Detail Report					
Number of Cards Replaced VISN: 7 VA Southeast Network Facility: 508 ATLANTA VAMC Reason: Damaged - Barcode not working					
Last Name	First Name	Preferred Name	Card Number	Date of Birth	Last 4 SSN
TESTFIFTYTWO	VGTESTFOURTYONE		14816	12/12/1959	0134
Facility 508 Totals:					1
Tuesday 16 May 2023					Page 1 of 1
VHIC Card Replacement Facility Subreason Detail Report					

Selecting the **[Create XLS]** button will generate the report and export it to an Excel spreadsheet. The exported Excel spreadsheet contains the detailed data used to produce the report. An example can be found in *Figure 64: VHIC Card Replacement Details Spreadsheet*.

Figure 63: VHIC Card Replacement XLS Generated

Card Replacement Report

Site Selection
Facility: 508 - ATLANTA VAMC

Date Range
Start Date: 2/3/2023
End Date: 3/3/2023

* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user

Clear Report Create PDF Create XLS

For more accesible reports please press the Create PDF or Create XLS button.

Figure 64: VHIC Card Replacement Details Spreadsheet

Facility Name	Facility #	VISN #	Last Name	First Name	Preferred Name	Card Number	Date of Birth	Last 4 SSN
ATLANTA VAMC	508	7	MVPATIENT	FOUR	DAWN PREFNAME	14631	08/22/1985	1117
ATLANTA VAMC	508	7	RADVHIC	TESTONE		14570	01/01/1980	9181
ATLANTA VAMC	508	7	MPPATIENT	SIX		14632	04/04/1987	1119
ATLANTA VAMC	508	7	TESTNINETYFIVE	VGTESTEIGHTYFOUR		14546	03/25/1952	0243
ATLANTA VAMC	508	7	TESTTHIRTEEN	VGTESTONE	THIRTEEN	14543	08/08/1950	0092
ATLANTA VAMC	508	7	TESTTHIRTEEN	VGTESTONE	THIRTEEN	14550	08/08/1950	0092
ATLANTA VAMC	508	7	TESTTHIRTEEN	VGTESTONE	THIRTEEN	14552	08/08/1950	0092
ATLANTA VAMC	508	7	TESTTHIRTEEN	VGTESTONE	THIRTEEN	14566	08/08/1950	0092

3.7. Card Expiration Report

Table 8: Card Expiration Report at a Glance

At a Glance...	
Who can access this report?	Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor
Who can access National version?	Administrator, Tech Admin (Tier 3), Auditor
Date Range Allowed	Administrator, Tech Admin (Tier 3), Auditor – unlimited Supervisor, Associate – one (1) year or less from date report is being run
Search Criteria Available	VISN, Facility, Start Date, End Date

The *Card Expiration Report* allows the user to view information pertaining to VHICs that have expired. From the *Card Expiration Report* screen, the user can query expired cards by National, VISN, or Facility, depending on their role.

NOTE: The user can also find VHICs set to expire by selecting future start and end dates.

Figure 65: Card Expiration Report query screen Administrator View

Clicking the **[Create PDF]** button will generate VHIC MPI Status Summary Report in a .pdf format as shown below.

Figure 66: VHIC Card Expiration Report PDF Generated

Card Expiration Report

Site Selection
Facility: 508 - ATLANTA VAMC

Date Range
Start Date: 2/3/2023
End Date: 3/3/2023

* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user

Clear Report Create PDF Create XLS

For more accesible reports please press the Create PDF or Create XLS button.

The *VHIC Card Expiration Summary Report - National* lists the VISNs and Facilities and contains a hyperlink in the VISN Number column. Clicking the hyperlink takes the user to the *VHIC Card Replacement Site Report – VISN*.

Figure 67: VHIC Card Expiration National Summary Report

VHIC Card Expiration National Summary Report		
Number of Cards Expiring Between 04/16/2023 and 05/16/2023 National Report		
VISN Name	VISN Number	# of Cards Expiring
VA Southeast Network	7	1
Totals:		1
<div> <div>Tuesday 16 May 2023</div> <div>VHIC Card Expiration National Summary Report</div> <div>Page 1 of 1</div> </div>		

The *VHIC Card Expiration Site Report - VISN* contains a hyperlink in the Facility Number column. Clicking the hyperlink opens up a detailed breakdown report by Veteran.

Figure 68: VHIC Card Expiration VISN Summary Report

VHIC Card Expiration VISN Summary Report Number of Cards Expiring Between 04/16/2023 and 05/16/2023 VISN: 7		
Facility Name	Facility Number	# of Cards Expiring
ATLANTA VAMC	508	1
Tuesday 16 May 2023		Page 1 of 1
VHIC Card Expiration VISN Summary Report		

In addition, when searching my Facility on the query screen, the VHIC user will be taken to *VHIC Card Expiration Site Report – Facility*. The *VHIC Card Expiration Site Report - Facility* contains a hyperlink in the Facility Number column. Clicking the hyperlink opens up a detailed breakdown report by Veteran.

Figure 69: VHIC Card Expiration Facility Summary Report

VHIC Card Expiration Facility Summary Report Number of Cards Expiring Between 04/16/2023 and 05/16/2023 Site: 508		
Facility Name	Facility Number	# of Cards Expiring
ATLANTA VAMC	508	1
Site 508 Totals:		1
Tuesday 16 May 2023		Page 1 of 1
VHIC Card Expiration Facility Summary Report		

The *VHIC Card Expiration Detail Report* contains hyperlinks in both the Card Number column and the Last 4 SSN column. Clicking the hyperlink under Card Number will take the user to the

Card History Report for that Card ID and clicking on the hyperlink under the Last 4 SSN takes the user to the *Veteran Detail Report* for the Veteran selected.

Figure 70: VHIC Card Expiration Facility Detail Report

VHIC Card Expiration Facility Summary Report		
Number of Cards Expiring Between 04/16/2023 and 05/16/2023 Site: 508		
Facility Name	Facility Number	# of Cards Expiring
ATLANTA VAMC	508	1
Site 508 Totals:		1
Tuesday 16 May 2023		Page 1 of 1
VHIC Card Expiration Facility Summary Report		

Selecting the [Create XLS] button will generate the report and export it to an Excel spreadsheet. The exported Excel spreadsheet contains the detailed data used to produce the report. An example can be found in *Figure 72: VHIC Card Expiration Report Spreadsheet*.

Figure 71: VHIC Card Expiration Report XLS Generated

The screenshot shows the 'VHIC Card Expiration Report' interface. The 'Expiration' tab is selected. The 'Site Selection' dropdown is set to 'Facility 508 - ATLANTA VAMC'. The 'Date Range' section shows 'Start Date' as 2/3/2023 and 'End Date' as 3/3/2023. A note states: '* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user'. At the bottom, there are buttons for 'Clear', 'Report', 'Create PDF', and 'Create XLS'. A download menu is open on the right, showing two files named 'What do you want to do with VHIC_Card_Expira...' with 'Open' and 'Save as' options.

Figure 72: VHIC Card Expiration Report Spreadsheet

Expiration Date	Facility Name	Facility #	VISN #	Last Name	First Name	Preferred Name	Card Number	Date of Birth	Last 4 SSN
01/08/2023	ATLANTA VAMC	508	7	TESTEIGHTYFOUR	VGTESTSEVENTYTWO		14419	05/25/1951	0211
01/09/2023	ATLANTA VAMC	508	7	TESTEIGHTYSEVEN	VGTESTSEVENTYFIVE		14422	01/20/1950	0214
01/09/2023	ATLANTA VAMC	508	7	TESTEIGHTYSIX	VGTESTSEVENTYFOUR		14430	07/20/1950	0213
02/01/2023	ATLANTA VAMC	508	7	TESTNINETY	VGTESTEIGHTYTWO		14533	05/25/1955	0241

3.8. Card Request Progress Report

Table 9: Card Request Progress Report at a Glance

At a Glance...	
Who can access this report?	Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor
Who can access National version?	Administrator, Tech Admin (Tier 3), Auditor
Date Range Allowed	Administrator, Tech Admin (Tier 3), Auditor – unlimited Supervisor, Associate – one (1) year or less from date report is being run
Search Criteria Available	VISN, Facility, Start Date, End Date

There are many stages that a VHIC (card) goes through once the user clicks either the **[Submit]** button or the **[Hold]** button.

The *Card Request Progress* report allows the user to see how many cards are currently at each step of the Card Request lifecycle starting from the time the VHIC user clicks on either the **[Submit]** button or the **[Hold]** button, all the way through the mailed confirmation for a given VISN, Facility and Nationally, during a set time period.

The card request stages that are displayed on this report are: Pending, Request Submitted, On Hold, Defunct, Sent to Printer, Acknowledged, Rejected, and Confirmed Mailed.

This would allow the user to keep an eye on potential areas of trouble (i.e., Cards On-Hold or timing out and becoming Defunct) and be able to track down what is happening at each stage much easier.

Figure 73: Card Request Progress Report query screen - Administrators

Card Request Progress Report

Site Selection

National ☐

VISN ☐

Facility ☒

Facilities

- 506GA - TOLEDO VA CLINIC
- 506GB - FLINT VA CLINIC
- 506GC - JACKSON MI CBOC
- 506GD - CANTON VA CLINIC
- 506GF - ADRIAN VA CLINIC
- 506QA - PACKARD ROAD VA CLINIC
- 506QB - GREEN ROAD VA CLINIC
- 508 - ATLANTA VAMC

Date Range

Start Date 4/16/2023

End Date 5/16/2023

Clear Report Create PDF

For more accesible reports please press the Create PDF or Create XLS button.

The *VHIC Card Request Progress National Summary Report* lists all of the VISNs and contains a hyperlink in the VISN # column. Clicking the hyperlink takes the user to the *VHIC Card Request Progress VISN Summary Report*.

Figure 74: VHIC Card Request Progress National Summary Report

VHIC Card Request Progress National Summary Report									
NATIONAL Start Date: 04/16/2023 End Date: 05/16/2023									
VISN Network Name	VISN #	Pending	Request Submitted	On Hold	Defunct	Sent to Printer	Acknowledged	Rejected	Confirmed Mailed
VA Southeast Network	7	0	1	3	0	0	0	0	16
VA Sunshine Healthcare Network	8	0	0	0	0	0	0	0	0
VA MidSouth Healthcare Network	9	0	0	0	0	0	0	0	0
VA Desert Pacific Healthcare Network	22	0	0	0	0	0	0	0	2
NATIONAL Totals:		0	1	3	0	0	0	0	18
Tuesday 16 May 2023									
VHIC Card Request Progress National Summary Report									
Page 1 of 1									

The *VHIC Card Request Progress VISN Summary Report* lists all of the Facilities included in the selected VISN and contains a hyperlink in the Facility # column. Clicking the hyperlink takes the user to the *VHIC Card Request Progress Facility Summary Report*.

Figure 75: VHIC Card Request Progress VISN Summary Report

VHIC Card Request Progress VISN Summary Report									
VISN: 7 Start Date: 04/16/2023 End Date: 05/16/2023									
Facility Name	Facility #	Pending	Request Submitted	On Hold	Defunct	Sent to Printer	Acknowledged	Rejected	Confirmed Mailed
ATLANTA VAMC	508	0	1	2	0	0	0	0	15
CHEY6	987	0	0	1	0	0	0	0	1
Tuesday 16 May 2023									
VHIC Card Request Progress VISN Summary Report									
								Page 1 of 1	

The *VHIC Card Request Progress Facility Summary Report* contains a hyperlink on the number displayed for each progress status column. Clicking the hyperlink takes the user to the *VHIC Card Request Progress Facility Detail Report* for the selected progress status.

Figure 76: VHIC Card Request Progress Facility Summary Report

VHIC Card Request Progress Facility Summary Report									
Facility: 508 Start Date: 04/16/2023 End Date: 05/16/2023									
Facility Name	Facility #	Pending	Request Submitted	On Hold	Defunct	Sent to Printer	Acknowledged	Rejected	Confirmed Mailed
ATLANTA VAMC	508	0	1	2	0	0	0	0	15
Tuesday 16 May 2023									
VHIC Card Request Progress Facility Summary Report									
								Page 1 of 1	

The *VHIC Card Request Progress Facility Detail Report* will provide a detailed list of all the cards that have the selected status. The user will be able to see the Status Date, Veteran's Name, Card ID, and Member ID (if available).

The *VHIC Card Request Progress Facility Detail Report* contains hyperlinks in both the Card Number column and the Last Name column. Clicking the hyperlink under Card Number will take the user to the *Card History Report* for that Card ID and clicking on the hyperlink under the Last Name takes the user to the *Veteran Detail Report* for the Veteran selected.

Figure 77: VHIC Card Request Progress Facility Detail Report

VHIC Card Request Progress Facility Detail Report							
Facility: 508 Card Status: SUBMITTED Start Date: 04/16/2023 End Date: 05/16/2023							
Facility Name	Facility #	Status Date	Last Name	First Name	Preferred Name	Card #	Member ID
ATLANTA VAMC	508	05/16/2023	TESTTHIRTEEN	VGTESTONE	THIRTEEN	14875	2107398875
Tuesday 16 May 2023							
VHIC Card Request Progress Facility Detail Report							
Page 1 of 1							

3.9. Card Swipe/Scan Report

Table 10: Card Swipe/Scan Report at a Glance

At a Glance...	
Who can access this report?	Administrator, Tech Admin (Tier 3), Auditor
Who can access National version?	N/A
Date Range Allowed	N/A
Search Criteria Available	Card ID

The *Card Swipe/Scan Report* allows the Administrator, Tech Admin (Tier 3) and the Auditor to look up information for a given card ID indicating the location and time where the card has been swiped or scanned .

After entering the Card ID number, select the **[Report]** button to view the results.

Figure 78: VHIC Card Swipe/Scan Report query screen - Administrators and Auditors

Veteran	Card	Print Services	Auditing	Self Service					
Request Totals	Status	Multiple Requests	History	Replacement	Expiration	Request Progress	Swipe/Scan	On Hold	Destruction

Card Swipe/Scan Report

Search Criteria

Card Number

Clear Report Create PDF

For more accesible reports please press the Create PDF or Create XLS button.

The VHIC *Card Swipe Scan Report* displays the Facility Name, Facility Number, Vista Option (whether the card was Swiped or Scanned), and the Date and Time the VHIC was Swiped or Scanned in the yyyy-MM-dd h:mm:ss format.

Figure 79: VHIC Swipe Scan Report results

VHIC Swipe Scan Report			
Card Number: 7379			
Member Name:	HARRISON J CHOCHREK JR	Card Number:	7379
		Member ID:	2013070901
Facility Name	Facility #	Vista Option	Date Time (YYYY-MM-DD hh:mm:ss)
WINCHESTER VAMC	608	SCAN	2019-03-17 10:39:12
ALBANY	500	SWIPE	2019-03-18 09:10

REDACTED

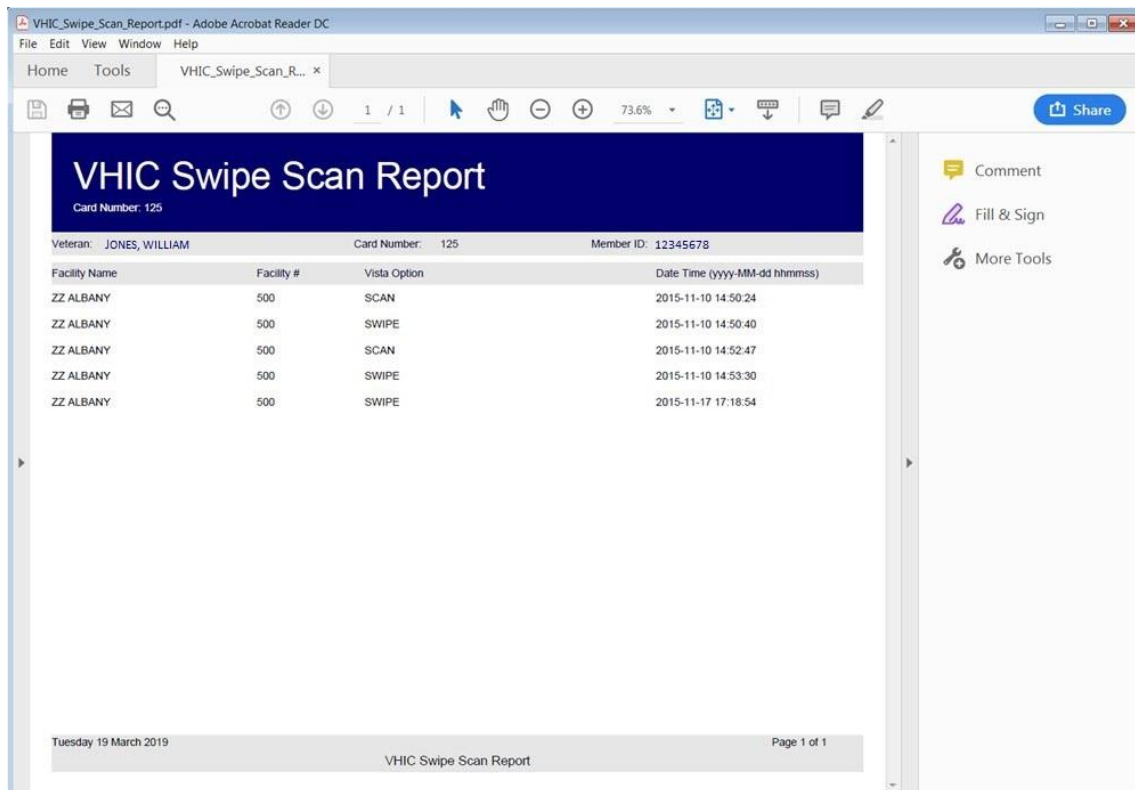
After selecting the **[Create PDF]** button, a pop-up window will appear asking if you want to open the PDF or save it to your computer.

Figure 80: Create Swipe Scan PDF

The screenshot shows the 'Card Swipe/Scan Report' interface. At the top, there are tabs: Request Totals, Status, Multiple Requests, History, Replacement, Expiration, Request Progress, **Swipe/Scan**, On Hold, and Destruction. Below the tabs, the title 'Card Swipe/Scan Report' is displayed. A 'Search Criteria' section contains a 'Card Number' field with the value '125' and a 'Clear' button. To the right of the search field are 'Report' and 'Create PDF' buttons. Below the search section, there is a footer area with links: VA Home | Privacy | FOIA | Regulations | Web Policies | No FEAR Act | Site Index | Inspector General. Below the links, it says 'U.S. Department of Veterans Affairs - 810 Vermont Avenue, NW - Washington, DC 20420', 'VHIC 4.8.0.10 bld 6', and 'VHIC Swipe Scan Report Query Screen'. At the bottom of the interface, a yellow bar contains the text 'Do you want to open or save VHIC Swipe Scan Report.pdf from vic.dev.iam.va.gov?'. To the right of this text are buttons: 'Open', 'Save', 'Cancel', and a close button (X). A red arrow points to the 'Create PDF' button in the top right area of the interface.

A PDF version of the VHIC Swipe Scan Report results will be generated.

Figure 81: VHIC Swipe Scan Report results PDF



Clicking the [Clear] button will reset the query for a new Card Number.

Figure 82: Card Swipe/Scan Report

The screenshot displays a web application interface for generating a "Card Swipe/Scan Report". At the top, there is a navigation bar with the following tabs: Request Totals, Status, Multiple Requests, History, Replacement, Expiration, Request Progress, **Swipe/Scan** (active), On Hold, and Destruction. Below the navigation bar, the title "Card Swipe/Scan Report" is centered. Underneath, there is a "Search Criteria" section with a "Card Number" input field. To the right of the input field are two buttons: "Clear" and "Report". Below the "Report" button is a "Create PDF" button. At the bottom of the interface, there is a footer with links: "VA Home", "Privacy", "FOIA", "Regulations", "Web Policies", "No FEAR Act", "Site Index", and "Inspector General". Below these links, it states "U.S. Department of Veterans Affairs - 810 Vermont Avenue, NW - Washington, DC 20420" and "VHIC 4.0.0 10/14/16".

3.10. Card On Hold Report

Table 11: On Hold Status Report at a Glance

At a Glance...	
Who can access this report?	Administrator, Tech Admin (Tier 3), Supervisor, Associate, Auditor
Who can access National version?	Administrator, Tech Admin (Tier 3), Auditor
Date Range Allowed	Admins, Tech Admin (Tier 3), Auditor – unlimited Supervisor, Associate – one (1) year or less from date report is being run
Search Criteria Available	VISN, Facility, Start Date, End Date

The *On Hold Status Report* contains one category: On Hold Status. This report has the usual search criteria options such as National, VISN or Facility, Start Date, and End Date. Along with those, the user must select one of ten On Hold Status options: All, Not Proofed, Eligibility Pending, Enrollment Services Unavailable, Not Correlated, No Photo, No EDIPI, Invalid Date of Birth, Manual Review Required, No Facility Address, and Bad Data.

Figure 83: On Hold Status Report query screen – Administrator

On Hold Status Report

Status Selection
On Hold Status: All

Site Selection
☐ National
☐ VISN
☒ Facility
 Facilities:

- 506GA - TOLEDO VA CLINIC
- 506GB - FLINT VA CLINIC
- 506GC - JACKSON MI CBOC
- 506GD - CANTON VA CLINIC
- 506GF - ADRIAN VA CLINIC
- 506QA - PACKARD ROAD VA CLINIC
- 506QB - GREEN ROAD VA CLINIC
- 508 - ATLANTA VAMC

Date Range
 Start Date: 2/3/2023
 End Date: 3/3/2023

[Clear](#)
[Report](#)
[Create PDF](#)
[Create XLS](#)

For more accesible reports please press the Create PDF or Create XLS button.

Clicking **[PDF]** will generate VHIC MPI Status Summary Report in a .pdf.

Figure 84: On Hold Status Report Generate PDF

On Hold Status Report

Status Selection
On Hold Status: All

Site Selection
National ☐
VISN ☐
Facility ☒

Facilities
506GA - TOLEDO VA CLINIC
506GB - FLINT VA CLINIC
506GC - JACKSON MI CBOC
506GD - CANTON VA CLINIC
506GF - ADRIAN VA CLINIC
506QA - PACKARD ROAD VA CLINIC
506QB - GREEN ROAD VA CLINIC
508 - ATLANTA VAMC

Date Range
Start Date: 2/3/2023
End Date: 3/3/2023

Clear Report Create PDF Create XLS

For more accesible reports please press the Create PDF or Create XLS button.

The *VHIC On Hold Card Status National Summary Report* lists all of the VISNs and contains a hyperlink in the VISN # column. Clicking the hyperlink takes the user to the *VHIC On Hold Card Status VISN Summary Report*.

Figure 85: VHIC On Hold Card Status National Summary Report

VHIC On Hold Card Status National Summary Report		
Status: ALL		
NATIONAL Start Date: 04/16/2023 End Date: 05/16/2023		
VISN	VISN #	# of Cards On Hold
VA Southeast Network	7	3
NATIONAL Totals:		3
Tuesday 16 May 2023		
Page 1 of 1		
VHIC On Hold Card Status National Summary Report		

The *VHIC On Hold Card Status VISN Summary Report* lists all of the Facilities pertaining to the selected VISN and contains a hyperlink in the Facility # column. Clicking the hyperlink takes the user to the *VHIC On Hold Card Status Facility Summary Report*.

Figure 86: VHIC On Hold Card Status VISN Summary Report

VHIC On Hold Card Status VISN Summary Report		
Status: ALL		
VISN: 7 Start Date: 04/16/2023 End Date: 05/16/2023		
Facility	Facility #	# of Cards On Hold
ATLANTA VAMC	508	2
CHEY6	987	1
VISN 7 Totals:		3
Tuesday 16 May 2023		
Page 1 of 1		
VHIC On Hold Card Status VISN Summary Report		

The *VHIC On Hold Card Status Facility Summary Report* displays the total number of cards On Hold for the selected Facility VISN and contains a hyperlink in the Facility # column. Clicking the hyperlink takes the user to the *VHIC On Hold Card Status Facility Detail Report*.

Figure 87: VHIC On Hold Card Status Facility Summary Report

VHIC On Hold Card Status Facility Summary Report		
Status: ALL		
Facility: 508 Start Date: 04/16/2023 End Date: 05/16/2023		
Facility	Facility #	# of Cards On Hold
ATLANTA VAMC	508	2
Facility Totals:		2
Tuesday 16 May 2023		
Page 1 of 1		
VHIC On Hold Card Status Facility Summary Report		

The *VHIC On Hold Card Status Facility Detail Report* contains several columns: Facility Name, Facility #, On Hold Date, On Hold Reason, Card Issuer, Last Name, and Card ID. The purpose of this report is to provide detailed information in regard to cards that are, or have been, placed on hold. There are hyperlinks in the Last Name and Card ID columns.

- Clicking on the hyperlinked Last Name will take the user to the *VHIC Veteran Detail Report*
- Clicking the hyperlinked Card ID will take the user to the *VHIC Card History Report*

Figure 88: VHIC On Hold Card Status Facility Detail Report

VHIC On Hold Card Status Facility Detail Report								
Status: ALL								
Facility: 508 Start Date: 04/16/2023 End Date: 05/16/2023								
Facility Name	Facility #	VISN #	On Hold Reason	On Hold Date	Card Issuer	Last Name	Card ID	ICN
ATLANTA VAMC	508	7	BAD DATA - Bad Data - Request Timeout - VIP 25	2023-05-02 11:45:09.797031	CASEWORKER	TESTSEVENTY	14810	1013673608V837832
ATLANTA VAMC	508	7	REVIEW	2023-05-03 14:55:33.326484	SELFSERVICEWSOAS	TESTFIFTYTWO	14816	1012900499V937085
ATLANTA VAMC	508	7	REVIEW	2023-05-16 15:18:25.553637	SELFSERVICEWSOAS	TESTTEN	14876	1013804187V801643
Facility 508 Totals:								3
Tuesday 16 May 2023								
Page 1 of 1								
VHIC On Hold Card Status Facility Detail Report								

Figure 89: VHIC Veteran Detail Report

Veteran Detail Report				
Veteran: VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT)			Person ID: 23833	
Name	Date of Birth	Date of Death	ICN	Member ID
VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT)	01/26/1950		1013673608V837832	2113741280
Service Connected	Prisoner of War	Purple Heart	Medal of Honor	Enrollment Status
YES	U: Unknown	U: Unknown	NO	ELIGIBLE
Card Number	Card Status	MVI Status	Print Release Status	Card Expiration Date
14810	On Hold	Active	Not Started	
Enrollment Address			Veteran Photo	

Figure 90: VHIC Card History by Card ID

VHIC Card History by Card ID Report

Veteran ID: ANY Card ID: 14810

Veteran: VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT) Person ID: 23833			
Gender	Date of Birth	Service	Card Count
FEMALE	01/26/1950	YES	1
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
UNKNOWN	NO	ELIGIBLE	UNKNOWN

Card ID: **14810**

Selecting the **[Create XLS]** button will generate the report and export it to an Excel spreadsheet. The exported Excel spreadsheet contains the detailed data used to produce the report. An example can be found in *Figure 92: VHIC On Hold Card Status Report Detailed Spreadsheet*.

Figure 91: VHIC On Hold Card Status Report XLS Generated

Veteran
Card
Print Services
Auditing
Self Service

Request Totals
Status
Multiple Requests
History
Replacement
Expiration
Request Pro

On Hold Status Report

Status Selection

On Hold Status All

Site Selection

National ☐

VISN ☐

Facility ☒

Facilities

506GA - TOLEDO VA CLINIC
 506GB - FLINT VA CLINIC
 506GC - JACKSON MI CBOC
 506GD - CANTON VA CLINIC
 506GF - ADRIAN VA CLINIC
 506QA - PACKARD ROAD VA CLINIC
 506QB - GREEN ROAD VA CLINIC
 508 - ATLANTA VAMC

Date Range

Start Date

End Date

Downloads

What do you want to do with VHIC_On_Hold_Ca...

Open Save as

What do you want to do with VHIC_On_Hold_Ca...

Open Save as

[See more](#)

Clear
Report
Create PDF
Create XLS

For more accesible reports please press the Create PDF or Create XLS button.

Figure 92: VHIC On Hold Card Status Report Detailed Spreadsheet

Facility Name	Facility #	VISN #	On Hold Reason	On Hold Date	Card Issuer	Last Name	Card ID	ICN
ATLANTA VAMC	508	7	NO EDIPI, REVIEW	2023-02-10 16:40:13.107056	SELF-SERVICE WSOAS	RADVHIC	14570	1013068640V631543
ATLANTA VAMC	508	7	REVIEW	2023-02-10 16:54:43.89149	SELF-SERVICE WSOAS	VAPATIENT	14571	1012663095V181909
ATLANTA VAMC	508	7	NO EDIPI	2023-02-22 17:26:25.267574	TEST_TEST_VAAUSIAM-VICTEST37	MPATIENT	14632	1012991008V153263
Facility 508 Totals:							3	

3.11. Card Destruction Report

Table 12: Card Destruction Report at a Glance

At a Glance...	
Who can access this report?	Administrator, Tech Admin (Tier 3), Auditor
Who can access National version?	N/A
Date Range Allowed	Admins, Tech Admin (Tier 3), Auditor – unlimited
Search Criteria Available	Pending Destruction, Destroyed, Card Type, Start Date, End Date

The *Card Destruction Report* contains two categories: Pending Destruction and Destroyed. The user must also select one of four Card Type options: All, Legacy, Mass Reissuance, and VHIC. As with other searches, the user must specify a Start Date and End Date range for the search.

Figure 93: Card Destruction Report Pending Destruction – Administrator View

Clicking the **[Create PDF]** button will generate VHIC MPI Status Summary Report in a .pdf format.

Figure 94: Card Destruction Report Pending Destruction PDF Generated

Choosing Pending Destruction and Card Type All, users receive the *VHIC Card Destruction Report – Pending Destruction* report. Click the Last Name hyperlink highlighted below.

Figure 95: Card Destruction Report – Pending Destruction – Last Name Hyperlink

VHIC Card Destruction Report - Pending Destruction								
Card Type: All								
Start Date: 04/16/2023 End Date: 05/16/2023								
Pending Destruction Date	Last Name	First Name	Preferred Name	Date Received	Card Status	Card Type	Card ID	Member ID
	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Pending Destruction	VHIC	14494	2113741280
4/21/2023	Totals:							1
	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Pending Destruction	VHIC	14488	2113741280
4/24/2023	Totals:							1
Grand Total:								2
Tuesday 16 May 2023								
VHIC Card Destruction Report - Pending Destruction								
							Page 1 of 1	

This returns the Veteran Detail Report.

Figure 96: Veteran Detail Report

VHIC Card History by Card ID Report			
Veteran ID: ANY Card ID: 14810			
Veteran: VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT) Person ID: 23833			
Gender	Date of Birth	Service	Card Count
FEMALE	01/26/1950	YES	1
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
UNKNOWN	NO	ELIGIBLE	UNKNOWN
Card ID: 14810			

Click the Card ID hyperlink highlighted below.

Figure 97: Card Destruction Report – Pending Destruction – Card ID Hyperlink

VHIC Card Destruction Report - Pending Destruction								
Card Type: All								
Start Date: 04/16/2023 End Date: 05/16/2023								
Pending Destruction Date	Last Name	First Name	Preferred Name	Date Received	Card Status	Card Type	Card ID	Member ID
4/21/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Pending Destruction	VHIC	14494	2113741280
Totals:								1
4/24/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Pending Destruction	VHIC	14488	2113741280
Totals:								1
Grand Total:								2
Tuesday 16 May 2023								
Page 1 of 1								
VHIC Card Destruction Report - Pending Destruction								

The Card ID hyperlink opens the VHIC Card History by Card ID Report.

Figure 98: VHIC Card History by Card ID Report

REDACTED

NOTE: Clicking the Person ID hyperlink, in the upper right-hand corner of the *VHIC Card History by Card ID Report*, opens the *Veteran Detail Report*.

Selecting the **[Create XLS]** button will generate the report and export it to an Excel spreadsheet. The exported Excel spreadsheet contains the detailed data used to produce the report.

Figure 99: Card Destruction Pending Report XLS Generated

Card Destruction Report

Status Selection: ☒ Pending Destruction ☐ Destroyed

Card Type: **All**

Date Range: Start Date: 2/7/2023 End Date: 3/7/2023

Buttons: Clear, Report, Create PDF, Create XLS

For more accessible reports please press the Create PDF or Create XLS button.

Figure 100: Card Destruction Pending Report Spreadsheet

Pending Destruction Date	Last Name	First Name	Preferred Name	Date Received	Card Status	Card Type	Card ID	Member ID
1/23/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	1/24/2023	Pending Destruction	VHIC	14479	2113741280
1/23/2023	Totals:							1
1/24/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	1/24/2023	Pending Destruction	VHIC	14157	2113741280
1/24/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	1/24/2023	Pending Destruction	VHIC	14159	2113741280
1/24/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	1/24/2023	Pending Destruction	VHIC	14166	2113741280

Choosing **Destroyed** and Card Type **All** the user receives a report of the cards destroyed within a specified date range.

Figure 101: Card Destruction Destroyed Report Query

Card Destruction Report

Status Selection

☐ Pending Destruction
☒ Destroyed

Card Type: All

Date Range

Start Date: 4/16/2023
End Date: 5/16/2023

Clear Report Create PDF Create XLS

For more accesible reports please press the Create PDF or Create XLS button.

Clicking the [Create PDF] button will generate VHIC MPI Status **Summary Report** in a .pdf format.

Figure 102: Card Destruction Destroyed Report PDF Generated

Card Destruction Report

Status Selection

☐ Pending Destruction
☒ Destroyed

Card Type: All

Date Range

Start Date: 2/3/2023
End Date: 3/3/2023

Clear Report Create PDF Create XLS

For more accesible reports please press the Create PDF or Create XLS button.

Downloads

What do you want to do with VHIC_Card_Destru...

Open Save as

See more

Clicking the [Create XLS] button will generate the report and export it to an Excel spreadsheet.

Figure 103: Card Destruction Destroyed Report XLS Generated

The screenshot shows the 'Card Destruction Report' interface. At the top, there are tabs: Veteran, Card (selected), Print Services, Auditing, and Self Service. Below these are sub-tabs: Request Totals, Status, Multiple Requests, History, Replacement, Expiration, and Request Pro. The main content area is titled 'Card Destruction Report'. It includes a 'Status Selection' section with radio buttons for 'Pending Destruction' and 'Destroyed' (selected), and a 'Card Type' dropdown set to 'All'. Below this is a 'Date Range' section with 'Start Date' (2/3/2023) and 'End Date' (3/3/2023) fields. At the bottom, there are buttons for 'Clear', 'Report', 'Create PDF', and 'Create XLS'. A red box highlights the 'Downloads' window that appears after clicking 'Create XLS', showing options to 'Open' or 'Save as' the file 'VHIC_Card_Pendi...'. A message at the bottom states: 'For more accesible reports please press the Create PDF or Create XLS button.'

The exported Excel spreadsheet contains the detailed data used to produce the report. An example can be found below.

Figure 104: Card Destroyed Report Spreadsheet

The screenshot shows an Excel spreadsheet titled 'VHIC_Card_Destruction_Report'. The data is as follows:

Card Destruction Date	Last Name	First Name	Preferred Name	Date Received	Card Status	Card Type	Card ID	Member ID
1/25/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	1/25/2023	Destroyed	VHIC	14133	2113741280
1/25/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	1/25/2023	Destroyed	VHIC	14489	2113741280
1/25/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	1/25/2023	Destroyed	VHIC	14492	2113741280
1/25/2023	Totals:							3

The spreadsheet also includes a summary row at the top: 'VHIC Card Destruction Report -Destroyed', 'Card Type: All', and 'Start Date: 01/01/2023 End Date: 03/07/2023'. The bottom of the spreadsheet shows a tab for 'VHIC Card Replacement Report'.

Figure 105: VHIC Card Destroyed Report

VHIC Card Destruction Report -Destroyed								
Card Type: All								
Start Date: 04/16/2023 End Date: 05/16/2023								
Card Destruction Date	Last Name	First Name	Preferred Name	Date Received	Card Status	Card Type	Card ID	Member ID
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	13510	2113741280
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	14495	2113741280
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	14508	2113741280
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	14509	2113741280
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	14517	2113741280
4/27/2023	TESTTHIRTEEN	VGTESTONE	THIRTEEN	4/27/2023	Destroyed	VHIC	14769	2107398875
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	14778	2113741280
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	14779	2113741280
4/27/2023	Totals:							8
Grand Total:								8
Tuesday 16 May 2023								
VHIC Card Destruction Report - Destroyed								
							Page 1 of 1	

Clicking on the Veteran Last Name hyper link will direct you to the Veteran Detail Report.

Figure 106: Veteran Detail Report

Veteran Detail Report				
Veteran: VGTESTNINETYSEVEN TESTEIGHT			Person ID: 24273	
Name	Date of Birth	Date of Death	ICN	Member ID
VGTESTNINETYSEVEN TESTEIGHT	05/10/1955		1013804180V020332	2114518711
Service Connected	Prisoner of War	Purple Heart	Medal of Honor	Enrollment Status
YES	U: Unknown	U: Unknown	NO	ELIGIBLE
Card Number	Card Status	MVI Status	Print Release Status	Card Expiration Date
14811	Requested	Active	Mailed	

Clicking the Card ID hyperlink will direct you to the *Card History by ID Report* as seen below.

Figure 107: VHIC Card Destruction Report - Destroyed - Card ID Hyperlink

VHIC Card Destruction Report -Destroyed								
Card Type: All								
Start Date: 04/16/2023 End Date: 05/16/2023								
Card Destruction Date	Last Name	First Name	Preferred Name	Date Received	Card Status	Card Type	Card ID	Member ID
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	13510	2113741280
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	14495	2113741280
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	14508	2113741280
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	14509	2113741280
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	14517	2113741280
4/27/2023	TESTTHIRTEEN	VGTESTONE	THIRTEEN	4/27/2023	Destroyed	VHIC	14769	2107398875
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	14778	2113741280
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	14779	2113741280
4/27/2023	Totals:							8
Grand Total:								8
Tuesday 16 May 2023								
Page 1 of 1								
VHIC Card Destruction Report - Destroyed								

Figure 108: VHIC Card History by Card ID Report

VHIC Card History by Card ID Report			
Veteran ID: ANY Card ID: 14810			
Veteran: VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT) Person ID: 23833			
Gender	Date of Birth	Service	Card Count
FEMALE	01/26/1950	YES	1
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
UNKNOWN	NO	ELIGIBLE	UNKNOWN
Card ID: 14810			

NOTE: Clicking the Person ID hyperlink, in the upper right-hand corner of the VHIC Card History by Card ID Report, opens the Veteran Detail Report.

3.12. Print Services – Processing Report

Table 13: Batch Summary Report at a Glance

At a Glance...	
Who can access this report?	Administrator, Supervisor, Tech Admin (Tier 3), Auditor
Who can access National version?	Administrator, Tech Admin (Tier 3), Auditor
Date Range Allowed	Admins, Tech Admin (Tier 3), Auditor – unlimited Supervisor, Associate – one (1) year or less from date report is being run
Search Criteria Available	VISN, Facility, Start Date, End Date

Clicking the **[Submit]** button on step 6 of the Card Request process does not immediately transmit a card request to the print vendor. The card requests from all sites are stored throughout the day, then bundled and transmitted to the print vendor in one batch file. When the print vendor receives the batch file, they send back an acknowledgement file for every request specifying success or failure in card printing. The number in the report comes from the data updated by the confirmation and acknowledgement files received from the print vendor.

The *Print Services Processing Status Summary Report* date fields are not auto populated like most of the other reports. The user must populate them prior to running the report.

Figure 109: VHC Print Services Processing Status Summary Report as seen by Administrators

Print Services Processing Report

Site Selection

National ☐

☐ VISN

☒ Facility

Facilities

- 506GA - TOLEDO VA CLINIC
- 506GB - FLINT VA CLINIC
- 506GC - JACKSON MI CBOC
- 506GD - CANTON VA CLINIC
- 506GF - ADRIAN VA CLINIC
- 506QA - PACKARD ROAD VA CLINIC
- 506QB - GREEN ROAD VA CLINIC
- 508 - ATLANTA VAMC

Date Range

Start Date

End Date

For more accesible reports please press the Create PDF or Create XLS button.

The *VHIC Batch File Processing Status Summary Report* provides a high-level count of Accepted, Error, Sent, Mailed, and Rejected card requests. The *VHIC Batch File Processing Status National Summary Report* has a hyperlink in the VISN number column that will take you to the *VHIC Batch File Processing Status Summary Report – VISN*.

Figure 110: VHIC Print Services Processing Status Summary Report

VHIC Print Services Processing Status National Summary Report					
NATIONAL Start Date: 04/16/2023 End Date: 05/16/2023					
VISN	Accepted	Error	Sent	Mailed	Rejected
VISN: 22	2	0	2	2	0
VISN: 7	25	0	24	62	0
VISN: 8	0	0	0	2	0
Grand Totals	27	0	26	66	0
Tuesday 16 May 2023 Page 1 of 1					
VHIC Print Services Processing Status National Summary Report					

The *VHIC Batch File Processing Status Summary Report – VISN* has a hyperlink in the Facility Code column that will take you to the *VHIC Batch File Processing Status Summary Report – Facility*.

Figure 111: VHIC Print Services Processing Status VISN Summary Report

VHIC Print Services Processing Status VISN Summary Report							
VISN: 22 Facility: ALL Start Date: 04/16/2023 End Date: 05/16/2023							
VISN	Facility Code	Facility Name	Accepted	Error	Sent	Mailed	Rejected
VISN: 22	644	PHOENIX VAMC	2	0	2	2	0
VISN: 22 Totals			2	0	2	2	0
Grand Totals			2	0	2	2	0
Tuesday 16 May 2023 Page 1 of 1							
VHIC Print Services Processing Status VISN Summary Report							

The *VHIC Batch File Processing Status Summary Report – Facility* has a hyperlink in the Facility Code column that will take you to the *VHIC Batch File Processing Status Detail Report*.

Figure 112: VHIC Print Services Processing Status Facility Summary Report

VHIC Print Services Processing Status Facility Summary Report								
VISN: 22 Facility: 644 Start Date: 04/16/2023 End Date: 05/16/2023								
VISN	Facility Code	Facility Name	Accepted	Error	Sent	Mailed	Rejected	
VISN: 22	644	PHOENIX VAMC	2	0	2	2	0	
Grand Totals			2	0	2	2	0	
Tuesday 16 May 2023								
Page 1 of 1								
VHIC Print Services Processing Status Facility Summary Report								

Figure 113: VHIC Print Services Processing Status Facility Detail Report

VHIC Print Services Processing Status Facility Detail Report		
VISN: 22 Facility: 644 Start Date: 04/16/2023 End Date: 05/16/2023		
VISN / Facility / Status	Name	Member ID
VISN: 22		
Facility: (644) PHOENIX VAMC		
Sent		
	TESTEIGHT, VGTESTNINETYSEVEN	2114518711
	TESTONE, VGTESTNINETY	2114394257
Accepted		
	TESTEIGHT, VGTESTNINETYSEVEN	2114518711
	TESTONE, VGTESTNINETY	2114394257
Mailed		
	TESTEIGHT, VGTESTNINETYSEVEN	2114518711
	TESTONE, VGTESTNINETY	2114394257
Site Totals		
	Accepted	2
	Error	0
	Sent	2
	Mailed	2
	Rejected	0
Tuesday 16 May 2023		
Page 1 of 1		
VHIC Print Services Processing Status Facility Detail Report		

3.13. Print Services – Batch Error Report

Table 14: Batch Error Report at a Glance

At a Glance...	
Who can access this report?	Administrator, Supervisor, Tech Admin (Tier 3), Auditor
Who can access National version?	Administrator, Tech Admin (Tier 3), Auditor
Date Range Allowed	Admins, Tech Admin (Tier 3), Auditor – unlimited Supervisor – one (1) year or less from date report is being run
Search Criteria Available	VISN, Facility, Not Acknowledged, Acknowledged Not Confirmed, Pending Not Sent (which includes configurable Number of Days field), Start Date, End Date

The *VHIC Print Error Status Summary Report – Sent Not Acknowledged* allows the user to find out how many cards have not been acknowledged with an acknowledgement file or cards that have been acknowledged but have received no confirmation of being mailed (*Acknowledged Not Mailed*) within a given date range. The user will also be able to see how many cards are still sitting in a Pending state and have not been sent to the print vendor (*Pending Not Sent*).

The user would be able to select the number of days to configure the query. How many days after being sent to the printer before looking for an Acknowledgement file, how many days after getting the Acknowledgement file before receiving Confirmation of it being mailed, or how many days has the card been sitting at a Pending status but has not been sent to the print vendor.

The user would be able to select between National, VISN, and Facility depending on their role.

Figure 114: Print Services – Print Error Status Report query screen – Administrator View

Print Error Report

Status Selection

☒ Sent Not Acknowledged
☐ Acknowledged Not Confirmed
☐ Pending not Sent

Number of Days

Site Selection

National ☐

☐ VISN
☒ Facility

Facilities

- 506GA - TOLEDO VA CLINIC
- 506GB - FLINT VA CLINIC
- 506GC - JACKSON MI CBOC
- 506GD - CANTON VA CLINIC
- 506GF - ADRIAN VA CLINIC
- 506QA - PACKARD ROAD VA CLINIC
- 506QB - GREEN ROAD VA CLINIC
- 508 - ATLANTA VAMC

Date Range

Start Date

End Date

Clear Report Create PDF

For more accesible reports please press the Create PDF or Create XLS button.

3.13.1. Sent Not Acknowledged

By selecting the **[Not Acknowledged]** radio button, the VHIC user will be able to see how many cards have not been acknowledged as received within the entered Number of Days (the default is three (3) days) after being sent to the print vendor during the selected Date Range.

Figure 115: VHIC Print Error Status Facility Summary Report – Sent Not Acknowledged

Veteran Card **Print Services** Auditing Self Service

Processing **Error** Foreign Mailings

Print Error Report

Status Selection

☒ Sent Not Acknowledged
☐ Acknowledged Not Confirmed
☐ Pending not Sent

Number of Days

Site Selection

National ☐

VISN ☐

Facility ☒

Facilities

- 506GA - TOLEDO VA CLINIC
- 506GB - FLINT VA CLINIC
- 506GC - JACKSON MI CBOC
- 506GD - CANTON VA CLINIC
- 506GF - ADRIAN VA CLINIC
- 506QA - PACKARD ROAD VA CLINIC
- 506QB - GREEN ROAD VA CLINIC
- 508 - ATLANTA VAMC

Date Range

Start Date

End Date

Clear Report Create PDF

For more accessible reports please press the Create PDF or Create XLS button.

The National Error Summary report lists all of the VISNs and the VISN # is a hyperlink to the *VISN Error Summary Report*.

Figure 116: VHIC Print Error Status National Summary Report – Sent Not Acknowledged

VHIC Print Error Status National Summary Report – Sent Not Acknowledged		
NATIONAL. Start Date: 12/01/2017 End Date: 05/16/2023 Number of Days: 3		
VISN	Sent Not Acknowledged	# Cards Requested
VISN: 7	1	108
Grand Totals	1	108
Tuesday 16 May 2023 Page 1 of 1 VHIC Print Error Status National Summary Report – Sent Not Acknowledged		

The *VISN Error Summary Report* lists all of the Facilities for the selected VISN. The Facility # is a hyperlink to the *Facility Error Summary Report*.

Figure 117: VHIC Print Error Status VISN Summary Report – Sent Not Acknowledged

VHIC Print Error Status VISN Summary Report - Sent Not Acknowledged				
VISN: 7 Facility: ALL Start Date: 12/01/2017 End Date: 05/16/2023 Number of Days: 3				
VISN	Facility Code	Facility Name	Sent Not Acknowledged	# Cards Requested
VISN: 7	508	ATLANTA VAMC	1	108
VISN: 7 Totals			1	108
Grand Totals			1	108
Tuesday 16 May 2023				Page 1 of 1
VHIC Print Error Status VISN Summary Report - Sent Not Acknowledged				

The *Facility Error Summary Report* shows the totals for the selected Facility. The Facility # is a hyperlink to the *Facility Error Detail Report*.

Figure 118: VHIC Print Error Status Facility Summary Report – Sent Not Acknowledged

VHIC Print Error Status Facility Summary Report - Sent Not Acknowledged				
Facility: 508 Start Date: 12/01/2017 End Date: 05/16/2023 Number of Days: 3				
VISN	Facility Code	Facility Name	Sent Not Acknowledged	# Cards Requested
VISN: 7	508	ATLANTA VAMC	1	108
VISN: 7 Totals			1	108
Grand Totals			1	108
Tuesday 16 May 2023				Page 1 of 1
VHIC Print Error Status Facility Summary Report - Sent Not Acknowledged				

The *Facility Error Detail Report* would give a list of all of the cards that have NOT been Acknowledged by the print vendor and will display the Veteran's Name, Card ID, and the Card Request File name.

Figure 119: VHIC Batch File Processing Error Status Detail Report - Not Acknowledged

VHIC Print Error Status Facility Detail Report - Sent Not Acknowledged			
VISN: 7 Facility: 508 Start Date: 12/01/2017 End Date: 05/16/2023 Number of Days: 3			
VISN / Facility / Status	Name	Card ID	Card Request File
VISN: (7) Facility: (508) ATLANTA VAMC			
Not Acknowledged	VGTESTFIVE TESTFOURTYFIVE	6899	VICE201801030
Facility: 508 Totals			1
Grand Totals			1
Tuesday 16 May 2023			Page 1 of 1
VHIC Print Error Status Facility Detail Report - Sent Not Acknowledged			

3.13.2. Acknowledged Not Confirmed

By selecting the **[Acknowledged Not Confirmed]** radio button, the VHIC user will be able to see how many cards have been acknowledged as received but have NOT been confirmed as mailed within the entered Number of Days (the default is seven (7) days) after receiving the acknowledgement file from the print vendor during the selected Date Range.

Figure 120: VHIC Print Error Status Facility Detail Report – Acknowledged Not Confirmed

Veteran

Card

Print Services

Auditing

Self Service

Processing

Error

Foreign Mailings

Print Error Report

Status Selection

☐ Sent Not Acknowledged
 ☒ Acknowledged Not Confirmed
 ☐ Pending not Sent

Number of Days

Site Selection

National ☒

Date Range

Start Date

End Date

Clear

Report

Create PDF

For more accesible reports please press the Create PDF or Create XLS button.

The *National Error Summary* report lists all of the VISNs and the VISN # is a hyperlink to the *VISN Error Summary Report*.

Figure 121: VHIC Print Error Status National Summary Report – Acknowledged Not Confirmed

VHIC Print Error Status National Summary Report – Acknowledged Not Confirmed		
NATIONAL. Start Date: 12/01/2017 End Date: 05/16/2023 Number of Days: 0		
VISN	Acknowledged Not Confirmed	# Cards Requested
VISN: 7	1	108
Grand Totals	1	108
Tuesday 16 May 2023 Page 1 of 1		
VHIC Print Error Status National Summary Report – Acknowledged Not Confirmed		

The *VISN Error Summary Report* lists all of the Facilities for the selected VISN. The Facility # is a hyperlink to the *Facility Error Summary Report*.

Figure 122: VHIC Print Error Status VISN Summary Report – Acknowledged Not Confirmed

VHIC Print Error Status VISN Summary Report – Acknowledged Not Confirmed				
VISN: 7 Facility: ALL Start Date: 12/01/2017 End Date: 05/16/2023 Number of Days: 0				
VISN	Facility Code	Facility Name	Acknowledged Not Confirmed	# Cards Requested
VISN: 7	508	ATLANTA VAMC	1	108
VISN: 7 Totals			1	108
Grand Totals			1	108
Tuesday 16 May 2023 Page 1 of 1				
VHIC Print Error Status VISN Summary Report – Acknowledged Not Confirmed				

The *Facility Error Summary* report shows the totals for the selected Facility. The Facility # is a hyperlink to the *Facility Error Detail Report*.

Figure 123: VHIC Print Error Status Facility Detail Report – Acknowledged Not Confirmed

VHIC Print Error Status Facility Summary Report - Acknowledged Not Confirmed				
Facility: 508 Start Date: 12/01/2017 End Date: 05/16/2023 Number of Days: 0				
VISN	Facility Code	Facility Name	Acknowledged Not Confirmed	# Cards Requested
VISN: 7	508	ATLANTA VAMC	1	108
VISN: 7 Totals			1	108
Grand Totals			1	108
Tuesday 16 May 2023				Page 1 of 1
VHIC Print Error Status Facility Summary Report - Acknowledged Not Confirmed				

The *Facility Error Detail Report* would give a list of all of the cards that have NOT been confirmed as Mailed by the print vendor and will display the Veteran's Name, Card ID, and the Acknowledgement File name.

Figure 124: VHIC Print Error Status Facility Detail Report – Acknowledged Not Confirmed

VHIC Print Error Status Facility Detail Report - Acknowledged Not Confirmed			
VISN: 7 Facility: 508 Start Date: 12/01/2017 End Date: 05/16/2023 Number of Days: 0			
VISN / Facility / Status	Name	Card ID	Acknowledged File
VISN: (7) Facility: (508) ATLANTA VAMC			
Acknowledged - Not Confirmed	TESTPATIENT TWENTYNINE	6452	VICEACK201601060
Facility: 508 Totals			1
Grand Totals			1
Tuesday 16 May 2023			Page 1 of 1
VHIC Print Error Status Facility Detail Report - Acknowledged Not Confirmed			

3.13.3. Pending Not Sent

By selecting the **[Pending Not Sent]** radio button, the VHIC user will be able to see how many cards are sitting in the Pending Card Status state and have not been sent to the print vendor within the entered Number of Days (the default is three (3) days) after the card request has been submitted by the VHIC User within the selected Date Range.

Figure 125: VHIC Print Error Status National Summary Report – Pending Not Sent

Veteran Card **Print Services** Auditing Self Service

Processing **Error** Foreign Mailings

Print Error Report

Status Selection

☐ Sent Not Acknowledged
☐ Acknowledged Not Confirmed
☒ Pending not Sent

Number of Days

Site Selection

National ☒

Date Range

Start Date

12/1/2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

End Date

Clear Report Create PDF

For more accessible reports please press the Create PDF or Create XLS button.

The *National Error Summary Report* lists all of the VISNs and the VISN # is a hyperlink to the *VISN Error Summary Report*.

Figure 126: VHIC Print Error Status National Summary Report – Pending Not Sent

VHIC Print Error Status National Summary Report – Pending Not Sent		
NATIONAL. Start Date: 06/01/2017 End Date: 07/23/2017 Number of Days: 3		
VISN	Pending Not Sent	# Cards Requested
VISN: 7	10	11
Grand Totals	10	11

Monday 24 July 2017

Page 1 of 1

VHIC Print Error Status National Summary Report – Pending Not Sent

The *VISN Error Summary Report* lists all of the Facilities for the selected VISN. The Facility # is a hyperlink to the *Facility Error Summary Report*.

Figure 127: VHIC Print Error Status VISN Summary Report – Pending Not Sent

VHIC Print Error Status VISN Summary Report - Pending Not Sent				
VISN: 7 Facility: ALL Start Date: 06/01/2017 End Date: 07/23/2017 Number of Days: 3				
VISN	Facility Code	Facility Name	Pending Not Sent	# Cards Requested
VISN: 7				
	508	ATLANTA VAMC	10	11
VISN: 7 Totals			10	11
Grand Totals			10	11
Monday 24 July 2017				
Page 1 of 1				
VHIC Print Error Status VISN Summary Report - Pending Not Sent				

The *Facility Error Summary report* shows the totals for the selected Facility. The Facility # is a hyperlink to the *Facility Error Detail Report*.

Figure 128: VHIC Batch File Processing Error Status Summary Report – Facility

VHIC Print Error Status Facility Summary Report - Pending Not Sent				
Facility: 508 Start Date: 06/01/2017 End Date: 07/23/2017 Number of Days: 3				
VISN	Facility Code	Facility Name	Pending Not Sent	# Cards Requested
VISN: 7				
	508	ATLANTA VAMC	10	11
VISN: 7 Totals			10	11
Grand Totals			10	11
Monday 24 July 2017				
VHIC Print Error Status Facility Summary Report - Pending Not Sent				
Page 1 of 1				

The *Facility Error Detail Report* gives a list of all of the cards that have NOT been sent to the print vendor will display the Veteran's Name and Card ID.

Figure 129: VHIC Print Error Status Facility Detail Report – Pending Not Sent

REDACTED

3.14. Auditing Report

Table 15: Audit Report at a Glance

At a Glance...	
Who can access this report?	Administrator, Supervisor, Tech Admin (Tier 3), Auditor
Who can access National version?	N/A
Date Range Allowed	Admins, Tech Admin (Tier 3), Auditor – unlimited Supervisor – one (1) year or less from date report is being run
Search Criteria Available	Login, Start Date, End Date

The *Auditing Report* provides a way to track all activity for individual users within the VHIC system. To run this report, the user must enter the login name/ID for the user being audited. The resulting report returns the following fields of information: Date/Time, Audit ID, Action, Person ID, Member ID, Card ID, and Query String. The query string shows all of the information that was entered into various fields and/or submitted by the associate. Items in the audit report are listed in order of the Date/Time stamp.

Figure 130: Audit Report query screen – Administrators and Auditors

Figure 131: VHIC Auditing Report

VHIC Auditing Report

Date Range: 11/17/2015 to 12/17/2015 for Login: vaausiam-victest43

Date Time	Audit ID	Action	Person ID	Member ID	Card ID	Query String
VAAUSIAM-VICTEST43						
11/23/2015 12:59:06	280363086	UI				uri=/faces/cardrequest/search.jsf, visn=1, site=518
11/23/2015 12:59:57	280363087	UI				uri=/faces/dev/serviceLogQry.jsf, visn=1, site=518
11/23/2015 12:59:59	280363088	UI				uri=/faces/cardrequest/search.jsf, visn=1, site=518
11/23/2015 13:00:00	280363089	UI				uri=/faces/cardrequest/search.jsf, visn=1, site=518
11/23/2015 13:00:16	280363090	UI				uri=/faces/cardrequest/search.jsf, visn=1, site=518
11/23/2015 13:22:57	280363092	UI				uri=/faces/index.jsf, visn=1, site=518
11/23/2015 13:23:44	280363093	UI				uri=/faces/dev/serviceLogQry.jsf, visn=1, site=518
11/23/2015 13:24:21	280363094	UI				uri=/faces/index.jsf, visn=1, site=518
11/23/2015 13:25:18	280363095	UI				uri=/faces/cardrequest/search.jsf, visn=1, site=518
11/23/2015 13:28:45	280363096	MVI_SEARCH				ICN=2010770002V204062
11/23/2015 13:28:49	280363098	UI				uri=/faces/cardrequest/searchResults.jsf, visn=1, site=518
11/23/2015 13:29:06	280363099	ESR_GETSUMMARY				icn=2010770002V204062
11/23/2015 13:29:07	280363100	UI				uri=/faces/cardrequest/photo.jsf, visn=1, site=518
11/23/2015 13:29:25	280363101	UI				uri=/faces/cardrequest/searchResults.jsf, visn=1, site=518
11/23/2015 13:30:13	280363102	ESR_GETSUMMARY				icn=2010770002V204062
11/23/2015 13:30:14	280363103	UI				uri=/faces/cardrequest/photo.jsf, visn=1, site=518
11/23/2015 13:30:28	280363104	UI				uri=/faces/cardrequest/takePhoto.jsf, visn=1, site=518
11/23/2015 13:32:42	280363105	UI				uri=/faces/index.jsf, visn=1, site=518
11/23/2015 13:32:44	280363106	UI				uri=/faces/cardrequest/search.jsf, visn=1, site=518
11/23/2015 13:32:50	280363107	MVI_SEARCH				ICN=2010770002V204062

Thursday 17 December 2015

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3.15. Card Requests Report

Table 16: Card Request Report at a Glance

At a Glance...	
Who can access this report?	Administrator, Supervisor, Tech Admin (Tier 3), Auditor
Who can access National version?	N/A
Date Range Allowed	Admins, Tech Admin (Tier 3) – unlimited Supervisor – one (1) year or less from date report is being run
Search Criteria Available	Login, Start Date, End Date

The *Card Requests Report* provides the VHIC card requests by user for the selected VISN and/or Facility. Selecting either the [VISN] or the [Facility] radio button will update the list of available options accordingly (based on a user's role). Selecting the National checkbox, if available, returns results for all VISNs and Facilities.

Figure 132: Card Requests query screen – Administrators and Auditors Only

Veteran

Card

Print Services

Auditing

Audit

Card Requests

No Edipi Report

Card Requests by User Report

Site Selection

National ☐

☐ VISN

☒ Facility

Facilities

050 - PLATINUM
101 - CENTRAL OFFICE
102 - TOPEKA (DATA PROCESSING CNTR)
103 - CAPITAL REGION DATA CTR (CRDC)
104 - AUSTIN FINANCE CENTER
104HC - HEALTHCARE CLAIMS PROCESSING
105 - VBA MORTGAGE LOAN
106 - ZZ-VA DEBT MGT -NOT ACTIVE**

Date Range

Start Date 7/1/2019

End Date 8/25/2019

Clear

Report

Create PDF

The *Card Requests Report* provides results by user. Each report contains links that open additional reports. The following example illustrates those reports using a Site Selection of **[National]**. This search returns data under the columns of VISN Name, VISN Number, and # of Card Requests. Click the VISN Number hyperlink to open the next report.

Figure 133: VHIC Card Requests by User Summary Report – National

NATIONAL Start Date: 04/16/2023 End Date: 05/16/2023		
VISN Name	VISN Number	# of Card Requests
VA Desert Pacific Healthcare Network	22	2
VA Southeast Network	7	94
National Totals:		96
Tuesday 16 May 2023		
Page 1 of 1		
VHIC Card Requests by User National Summary Report		

The *VHIC Card Requests by User VISN Summary Report* opens. This search returns data under the columns of Facility, Facility Number, and # of Card Requests. Click the Facility Number hyperlink to open the next report.

Figure 134: VHIC Card Requests by User VISN Summary Report

VHIC Card Requests by User VISN Summary Report		
VISN: 7 Start Date: 04/16/2023 End Date: 05/16/2023		
Facility	Facility Number	# of Card Requests
ATLANTA VAMC	508	92
CHEY6	987	2
VISN 7 Totals:		94
Tuesday 16 May 2023		
Page 1 of 1		
VHIC Card Requests by User VISN Summary Report		

The *VHIC Card Requests by User Facility Summary Report* opens. This search returns data under the columns of Facility Name, Facility Number, User ID, and 3 of Card Requests. Click the User ID hyperlink to open the next report.

Figure 135: VHIC Card Requests by User Facility Summary Report

VHIC Card Requests by User Facility Summary Report			
Facility: 987 Start Date: 04/16/2023 End Date: 05/16/2023			
Facility Name	Facility Number	User ID	# of Card Requests
CHEY6	987	SELFSERVICEWSOAS	2
Facility Totals:			2
Tuesday 16 May 2023			
Page 1 of 1			
VHIC Card Requests by User Facility Summary Report			

The *VHIC Card Requests by User Detail Report* opens. This search returns data under the columns of Facility Name, Facility Number, User ID, Card Status, Last Name and Card ID. Both the Last Name column and the Card ID column offer hyperlinks to additional reports. Click the Last Name hyperlink to open the next report.

Figure 136: VHIC Card Requests by User Detail Report – Last Name Hyperlink

VHIC Card Requests by User Detail Report					
User ID: SELFSERVICEWSOAS Start Date: 04/16/2023 End Date: 05/16/2023					
Facility Name	Facility Number	User ID	Card Status	Last Name	Card ID
ATLANTA VAMC	508	SELFSERVICEWSOAS	On Hold	TESTFIFTYTWO	14816
ATLANTA VAMC	508	SELFSERVICEWSOAS	On Hold	TESTTEN	14876
ATLANTA VAMC	508	SELFSERVICEWSOAS	On Hold	TESTELEVEN	14877
PHOENIX VAMC	644	SELFSERVICEWSOAS	Requested	TESTEIGHT	14811
PHOENIX VAMC	644	SELFSERVICEWSOAS	Requested	TESTONE	14812
CHEY6	987	SELFSERVICEWSOAS	Requested	TESTTWENTYNINE	14815
CHEY6	987	SELFSERVICEWSOAS	On Hold	TESTFOURHUNDERD	14817
Tuesday 16 May 2023					
Page 1 of 1					
VHIC Card Requests by User Detail Report					

The *Veteran Detail Report* opens. This search returns specific information relating to the last name clicked from the previous report.

Veteran Health Identification Card 4.25

Figure 137: Veteran Detail Report

Veteran Detail Report				
Veteran: VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT)			Person ID: 23833	
Name	Date of Birth	Date of Death	ICN	Member ID
VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT)	01/26/1950		1013673608V837832	2113741280
Service Connected	Prisoner of War	Purple Heart	Medal of Honor	Enrollment Status
YES	U: Unknown	U: Unknown	NO	ELIGIBLE
Card Number	Card Status	MVI Status	Print Release Status	Card Expiration Date
14810	On Hold	Active	Not Started	
Enrollment Address			Veteran Photo	

The *VHIC Card Requests by User Detail Report* also contains a hyperlink for Card ID. Click the Card ID hyperlink to open the next report.

Figure 138: VHIC Card Requests by User Detail Report – Card ID Hyperlink

VHIC Card Requests by User Detail Report					
User ID: VAAUSIAM-VICTEST33 Start Date: 11/15/2015 End Date: 12/15/2015					
Facility Name	Facility Number	User ID	Card Status	Last Name	Card ID
ATLANTA VAMC	508	VAAUSIAM-VICTEST33	Deactivated	CHOCHREK	7047
ATLANTA VAMC	508	VAAUSIAM-VICTEST33	Deactivated	CHOCHREK	7048
ATLANTA VAMC	508	VAAUSIAM-VICTEST33	Deactivated	CHOCHREK	7049
ATLANTA VAMC	508	VAAUSIAM-VICTEST33	Deactivated	WECK	7050

The *VHIC Card History by Card ID Report* opens. This search returns specific information relating to the Card ID clicked from the previous report.

Figure 139: VHIC Card History by Card ID Report

VHIC Card History by Card ID Report

Veteran ID: ANY Card ID: 14810

Veteran: VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT) Person ID: 23833			
Gender	Date of Birth	Service	Card Count
FEMALE	01/26/1950	YES	1
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
UNKNOWN	NO	ELIGIBLE	UNKNOWN
Card ID: 14810			

3.16. No EDIPI Report

Table 17. VHIC Cards Printed No EDIPI Report at a Glance

At a Glance...	
Who can access this report?	Administrator, Supervisor, Tech Admin (Tier 3), Auditor
Who can access National version?	Administrator and Tech Admin (Tier 3)
Date Range Allowed	Admins, Tech Admin (Tier 3) – unlimited Supervisor – one (1) year or less from date report is being run
Search Criteria Available	Site Selection, Start Date, End Date

The *VHIC Cards Printed No EDIPI Report* provides the number(s) of VHIC cards printed with no EDIPI by VISN and/or Facility. Selecting either the **[VISN]** or the **[Facility]** radio button will update the list of available options accordingly (based on a user's role). Selecting the **[National]** checkbox, if available, returns results for all VISNs and Facilities.

Figure 140: VHIC Cards Printed No EDIPI Report Query Screen

Once the user selects a site, and inputs a date range, they will click **[Report]** or **[Create PDF]**. Selecting the **[National]** check box will display the *VHIC Cards Printed No EDIPI National Summary Report* displaying the following information:

- VISN Description
- VISN Number
- Number of Cards Total

Figure 141: VHIC Cards Printed No EDIPI National Summary Report Results

VHIC Cards Printed No Edipi National Summary Report		
NATIONAL Start Date: 07/01/2017 End Date: 05/16/2023		
VISN	VISN #	# of Cards Total
VA Southeast Network	7	66
VA Southeast Network	7	1
VA Sunshine Healthcare Network	8	1
Total Cards:		68
<div> <div>Tuesday 16 May 2023</div> <div>VHIC Cards Printed No Edipi National Summary Report</div> <div>Page 1 of 1</div> </div>		

Clicking on the VISN number hyperlink will direct you to the *VHIC Cards Printed No EDIPI VISN Summary Report* displaying the following

- VISN
- VISN Number
- Facility
- Facility Number
- Number of Cards Total

Figure 142: VHIC Cards Printed No EDIPI VISN Summary Report

VHIC Cards Printed No Edipi VISN Summary Report				
VISN: 7 Start Date: 07/01/2017 End Date: 05/16/2023				
VISN	VISN #	Facility	Facility #	# of Cards Total
VA Southeast Network	7	ATLANTA VAMC	508	66
VA Southeast Network	7	HEALTH ELIGIBILITY CENTER	742	1
Total Cards:				67
<div> <div>Tuesday 16 May 2023</div> <div>VHIC Cards Printed No Edipi VISN Summary Report</div> <div>Page 1 of 1</div> </div>				

Clicking on the Facility number hyperlink will direct you to the *VHIC Cards Printed No EDIPI Facility Summary Report* displaying the following fields:

- VISN - SITE
- Card ID (hyperlink)
- Person ID (hyperlink)
- Name
- Last Changed

Figure 143: VHIC Cards Printed No EDIPI Facility Summary Report

VHIC Cards Printed No Edipi Facility Summary Report				
Facility: 742 Start Date: 07/01/2017 End Date: 05/16/2023				
VISN	VISN #	Facility	Facility #	# of Cards Total
VA Southeast Network	7	HEALTH ELIGIBILITY CENTER	742	1
VA Sunshine Healthcare Network	8	HEALTH ELIGIBILITY CENTER	742	1
Total Cards:				2

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VHIC Cards Printed No Edipi Facility Summary Report

Clicking on the Facility number hyperlink will direct you to the *VHIC Cards Printed No EDIPI VISN Facility Detail Report* displaying the following:

- VISN – SITE Description
- Card ID (hyperlink)
- Person ID (hyperlink)
- Veteran Name
- Last Changed

Figure 144: VHIC Cards Printed No EDIPI VISN Facility Detail Report

VHIC Cards Printed No Edipi Facility Detail Report				
Facility: 742 Start Date: 07/01/2017 End Date: 05/16/2023				
VISN - SITE	Card ID	Person ID	Name	Last Changed
VA Southeast Network - HEALTH ELIGIBILITY CENTER	7846	22957	TESTFOUR VHICFOUR	Oct 18, 2018
VA Sunshine Healthcare Network - HEALTH ELIGIBILITY CENTER	7766	22993	FOUR.MVIPATIENT	Oct 29, 2021
Total Cards: 2				

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VHIC Cards Printed No Edipi Facility Detail Report

The *VHIC Cards Printed No EDIPI VISN Facility Detail Report* contain two hyperlinks Card ID and Person ID.

Clicking on the Card ID hyperlink will direct you to the *VHIC Card History by Card ID Report* screen.

Figure 145: VHIC Card History by Card ID Report screen

VHIC Card History by Card ID Report

Veteran ID: ANY Card ID: 14810

Veteran: VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT) Person ID: 23833

Gender	Date of Birth	Service	Card Count
FEMALE	01/26/1950	YES	1
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
UNKNOWN	NO	ELIGIBLE	UNKNOWN

Card ID: 14810

Clicking on the Person ID hyperlink will direct you to the *VHIC Card History by Person ID Report* screen.

Figure 146: VHIC Card History by Person ID Report screen

VHIC Card History by Person ID Report

Veteran ID: 22897 Card ID: ANY

Veteran: VGTESTTHIRTYFOU TESTFOURTYFIVE Person ID: 22897

Gender	Date of Birth	Service	Card Count
MALE	11/11/1960	NO	3
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
UNKNOWN	NO	ELIGIBLE	NO

3.17. Self-Service Card Request Reports

The VHIC Self-Service Application was created to allow Veterans to request new and replacement VHIC card(s) without having to visit their local facilities offering them convenience and safely limiting exposure to Covid 19. The Self-Service Reports allow the VHIC users to monitor card requests submitted through the Self-Service Tool.

Table 18. Self-Service Activity Report at a Glance

At a Glance...	
Who can access this report?	Administrator, Supervisor, Tech Admin (Tier 3), Associate, Auditor
Who can access National version?	N/A
Date Range Allowed	Admins, Tech Admin (Tier 3), Auditor – unlimited Supervisor, Associate – one (1) year or less from date report is being run
Search Criteria Available	Start Date, End Date

3.17.1. Self-Service Activity Report

The *Self-Service Activity Report* provides the VHIC user a view of the activity submitted by the **VHIC Self-Service Card Request Tool** within a specified date range. Using the calendar dropdowns, the user enters the date range desired and select the option to either view the report by clicking the **[Report]** button or using the **[Create PDF]** button to generate a pdf of the results for use.

Figure 147. Self-Service Activity Summary Report

Self Service Activity Report

Date Range

Start Date

End Date

For more accesible reports please press the Create PDF or Create XLS button.

The Report/PDF generated will include the **Card Status** and number of self-service card requests submitted resulting in that status.

Figure 148. VHIC Self-Service Activity Summary Report

VHIC Self Service Activity Summary Report	
Card Request Activity Between 02/04/2022 and 05/16/2023	
Card Status	# of Cards
Deactivated	30
Defunct	49
On Hold	7
Replaced	25
Requested	36
Grand Total:	147
Tuesday 16 May 2023	
VHIC Self Service Activity Summary Report	
Page 1 of 1	

Selecting the **# of Cards** hyperlink will take you to the *Self-Service Activity Detail Report*; giving the user the details of the cards with the status selected.

Figure 149. VHIC Self-Service Activity Detail Report

VHIC Self Service Activity Detail Report									
Card Status: On Hold Between 02/04/2022 and 05/16/2023									
Last Name	First Name	Preferred Name	Request Date	Card Number	Card Status	MVI Status	Replacement Reason	Print Status	Hold Reasons
TESTELEVEN	VGTESTHUNDRED		05/16/2023	14877	On Hold	Active	Poor Quality	Not Started	REVIEW
TESTFIFTYTWO	VGTESTFOURTYONE		05/03/2023	14816	On Hold	Active	Damaged	Not Started	REVIEW
TESTHUNDRED	VGTESTEIGHTYNINE		03/15/2023	14675	On Hold	Active		Not Started	REVIEW
TESTNINETYNINE	VGTESTEIGHTYEIGHT		03/15/2023	14674	On Hold	Active		Not Started	REVIEW
TESTTEN	VGTESTNINETYNINE		05/16/2023	14876	On Hold	Active		Not Started	REVIEW
TESTTWELVE	VGTESTHUNDREDONE		05/16/2023	14878	On Hold	Active	Expired	Not Started	REVIEW
Tuesday 16 May 2023									
VHIC Self Service Activity Detail Report									
Page 1 of 1									

Selecting the **Card Number** hyperlink in the Detail report will take the user to the *Card History by Card ID Report*.

Figure 150. VHIC Card History by Card ID Report

VHIC Card History by Card ID Report			
Veteran ID: ANY Card ID: 14810			
Veteran: VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT) Person ID: 23833			
Gender	Date of Birth	Service	Card Count
FEMALE	01/26/1950	YES	1
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
UNKNOWN	NO	ELIGIBLE	UNKNOWN
Card ID: 14810			

3.17.2. Self-Service Audit Log

Table 19. Self-Service Audit Log at a Glance

At a Glance...	
Who can access this report?	Administrator, Supervisor, Tech Admin (Tier 3), Associate, Auditor
Who can access National version?	N/A
Date Range Allowed	Admins, Tech Admin (Tier 3), Auditor – unlimited Supervisor and Associate – one (1) year or less from date report is being run
Search Criteria Available	Login, Start Date, End Date Time of Day

The *Self-Service Audit Log* provides a way to track all activity for the VHIC Self-Service Tool. The resulting report returns the following fields of information: Date, Action, System, ICN, Card ID, Status Message, and HTTP Response. The query string shows all the information that was entered into various fields and/or submitted by the associate page. Items in the audit report are listed in order of the Date and Time.

Figure 151. Self-Service Audit Log Field Entry

Self Service Audit Log

Filters

Actor

ICN

Card ID

Time Range

Start Time

End Time

Figure 152. Self-Service Audit Log Results

Self Service Audit Log

Page 1 of 282

Date	Action	System	ICN	Card ID	Status Message	HTTP Response
09-Jan-23	SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS	VHIC	1013610747V096981		clientAppStatusMsg: ES does not report eligible	HTTP response status: 409/Conflict
09-Jan-23	SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS	VHIC	1013610747V096981		clientAppStatusMsg: ES does not report eligible	HTTP response status: 409/Conflict
09-Jan-23	SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS	VHIC	1013610747V096981		clientAppStatusMsg: ES does not report eligible	HTTP response status: 409/Conflict
09-Jan-23	SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS	VHIC	1013610747V096981		clientAppStatusMsg: ES does not report eligible	HTTP response status: 409/Conflict
09-Jan-23	SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS	VHIC	1013610747V096981		clientAppStatusMsg: ES does not report eligible	HTTP response status: 409/Conflict
09-Jan-23	SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS	VHIC	1013610747V096981		clientAppStatusMsg: ES does not report eligible	HTTP response status: 409/Conflict
09-Jan-23	SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS	VHIC	1013610747V096981		clientAppStatusMsg: ES does not report eligible	HTTP response status: 409/Conflict
09-Jan-23	SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS	VHIC	1013610747V096981		clientAppStatusMsg: ES does not report eligible	HTTP response status: 409/Conflict

The **Status Message** and **HTTP Response** will give the User more details regarding the card request submitted by the veteran using the **Self-Service Tool**. ICN (hyperlink) will take the user to the *Veteran Detail Report* and the Card ID (hyperlink) will take the user to *Card History by Card ID Report*.

Figure 153. Status Messages and HTTP Responses Highlighted

Veteran

Card

Print Services

Auditing

Self Service

Activity

Audit Log

Manual Review

Expiring

Status

Awaiting Review

Self Service Audit Log

Page 1 of 3

prev

next

Date	Action	System	ICN	Card ID	Status Message	HTTP Response
09-Mar-23	SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS	VHIC	1013599188V749363		clientAppStatusMsg: ES does not report eligible	HTTP response status: 409/Conflict
09-Mar-23	SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS	VHIC	1013599188V749363		clientAppStatusMsg: ES does not report eligible	HTTP response status: 409/Conflict
09-Mar-23	SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS	VHIC	1013610747V096981		clientAppStatusMsg: ES does not report eligible	HTTP response status: 409/Conflict
09-Mar-23	SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS	VHIC	1013610747V096981		clientAppStatusMsg: ES does not report eligible	HTTP response status: 409/Conflict
09-Mar-23	SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS	VHIC	1013610747V096981		clientAppStatusMsg: ES does not report eligible	HTTP response status: 409/Conflict
09-Mar-23	SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS	VHIC	1013599188V749363		clientAppStatusMsg: ES does not report eligible	HTTP response status: 409/Conflict
09-Mar-23	SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS	VHIC	1013599188V749363		clientAppStatusMsg: ES does not report eligible	HTTP response status: 409/Conflict
09-Mar-23	SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS	VHIC	1013610747V096981		clientAppStatusMsg: ES does not report eligible	HTTP response status: 409/Conflict
09-Mar-23	SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS	VHIC	1013610747V096981		clientAppStatusMsg: ES does not report eligible	HTTP response status: 409/Conflict

Back

If specific criteria are entered into the *Audit Log* and the system cannot locate the information a message will appear as in the figure below.

Figure 154. Self-Service Audit Log No Match Message

Veteran	Card	Print Services	Auditing	Self Service	
Activity	Audit Log	Manual Review	Expiring	Status	Awaiting Review
Self Service Audit Log					
There are no matches for the criteria specified.					
<div>Filters</div> <div> <div>Actor</div> <div>ACS-VHIC-SS</div> </div> <div> <div>ICN</div> <div>1013008099V640489</div> </div> <div> <div>Card ID</div> <div></div> </div>					
<div>Time Range</div> <div> <div>Start Time</div> <div>3/9/2023 0:0</div> </div> <div> <div>End Time</div> <div>3/9/2023 23:59</div> </div>					
<div>Clear</div> <div>Query</div>					

3.17.3. Self-Service Manual Review Activity Report

Table 20. Self-Service Manual Activity Report at a Glance

At a Glance...	
Who can access this report?	Administrator, Supervisor, Tech Admin (Tier 3), Associate, Auditor
Who can access National version?	Administrator, Tech Admin (Tier 3), Auditor
Date Range Allowed	Admins, Tech Admin (Tier 3), Auditor, Read-Only – unlimited Supervisor, Associate – one (1) year or less from date report is being run
Search Criteria Available	Start Date, End Date

The *Self-Service Manual Review Activity Report* indicates the number of card requests submitted through the Self-Service request process and can be sorted by **National Requests**, **VSN Requests**, and **Facility Requests**, though the report is set to **Facility** by default. The report can also be exported to .pdf form.

Selecting the **National** radio button (access permitting) the resulting report returns the following fields of information: **VISN**, **VISN Number**, and the **Number of Cards** submitted.

Figure 155. VHC Self-Service Requests National Summary Report

Veteran Health Identification Card (VHC) Skip to Content

Home Card Request Reports Card Management Logged in as: [User Name]

Veteran Card Print Services Auditing Self Service

Activity Audit Log Manual Review Expiring Status Awaiting Review

Self Service Manual Review Activity Report

Site Selection

National ☐

☐ VISN

☒ Facility

Facilities

- 506GA - TOLEDO VA CLINIC
- 506GB - FLINT VA CLINIC
- 506GC - JACKSON MI CBOC
- 506GD - CANTON VA CLINIC
- 506GF - ADRIAN VA CLINIC
- 506QA - PACKARD ROAD VA CLINIC
- 506QB - GREEN ROAD VA CLINIC
- 508 - ATLANTA VAMC

Date Range

Start Date

End Date

Clear Report Create PDF

Figure 156. VHIC Self-Service Requests National Summary Report Results

VHIC Self Service Requests National Summary Report		
NATIONAL Start Date: 04/16/2023 End Date: 05/16/2023		
VISN	VISN #	# of Cards
VA Desert Pacific Healthcare Network	22	2
VA Southeast Network	7	5
NATIONAL Totals:		7
Tuesday 16 May 2023		
Page 1 of 1		
VHIC Self Service Requests National Summary Report		

The **VISN#** is a link to the *VISN Summary Report* providing **Facility**, **Facility Number**, and the **Number of Cards** submitted for review per Facility within that VISN.

Figure 157. VHIC Self-Service Requests VISN Summary Report Results

VHIC Self Service Requests VISN Summary Report		
VISN: 22 Start Date: 04/16/2023 End Date: 05/16/2023		
Facility	Facility #	# of Cards
PHOENIX VAMC	644	2
VISN 22 Totals:		2
Tuesday 16 May 2023		
Page 1 of 1		
VHIC Self Service Requests VISN Summary Report		

Selecting the facility number link will take the user to the VHIC Self-Service **Requests Facility Summary Report** providing **Facility**, **Facility Number**, and the **Number of Cards** submitted for review for the specific Facility.

Figure 158. Self-Service Facility Summary Report Results

VHIC Self Service Requests Facility Summary Report		
Facility: 644 Start Date: 04/16/2023 End Date: 05/16/2023		
Facility	Facility #	# of Cards
PHOENIX VAMC	644	2
Facility Totals:		2
Tuesday 16 May 2023		Page 1 of 1
VHIC Self Service Requests Facility Summary Report		

The **Facility #** link to the *Self-Service Facility Detail Report* displays the following information:

Facility Name, On Hold Reason, On Hold Date, Card Issuer, Last Name, Card ID, Card Status, Patient ICN, Task Status, and what (if any) POC the request has been Assigned To.

Figure 159. Self-Service Facility Detail Report

VHIC Self Service Requests Facility Detail Report

Facility: 644 Start Date: 04/16/2023 End Date: 05/16/2023

Facility Name	On Hold Reason(s)	On Hold Date	Card Issuer	Last Name	Card Id	Card Status	ICN	Task Status	Assigned To
PHOENIX VAMC	REVIEW	2023-05-02 11:51:23.169334	SELFSERVICEWSOAS	TESTEIGHT	14811	Requested	1013804180V020332	Accepted	
PHOENIX VAMC	REVIEW	2023-05-02 11:56:12.491838	SELFSERVICEWSOAS	TESTONE	14812	Requested	1013782731V181162	Accepted	

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VHIC Self Service Requests Facility Detail Report

Figure 160. Figure Self-Service Facility Report Exported to .PDF

3.17.4. Self-Service Expiring Requests Report

Table 21. Self-Service Expiring Requests Report

At a Glance...	
Who can access this report?	Administrator, Supervisor, Tech Admin (Tier 3), Associate, Auditor
Who can access National version?	Administrator, Tech Admin (Tier 3), Auditor
Date Range Allowed	30 Days
Search Criteria Available	N/A

The Self-Service Expiring Requests Report indicates the number of card requests submitted through Self-Service that have not been processed and are going to expire within the date range specified (maximum of 30 days.) The report can be sorted by National Requests, VSN Requests, and Facility Requests, though the report is set to Facility by default.

Selecting the National radio button (access permitting) the resulting report returns the following fields of information: Card Type, Expiration Status, VISN, VISN Number, Facility Number, Facility Name, City, State, Request Date, and the Number of Days From When the Request was submitted. An example of the report can be seen in *Figure 162. VHIC Self-Service Requests Expiring Report Results*. The report can be exported to an Excel spreadsheet as in **Error! Not a valid bookmark self-reference**. The exported Excel spreadsheet contains the data used to produce the summary.

Figure 161. VHIC Self-Service Requests Expiring Report

Veteran
Card
Print Services
Auditing
Self Service

Activity
Audit Log
Manual Review
Expiring
Status
Awaiting Review

Self Service Expiring Requests Report

Site Selection

National
☐

☐ VISN

☒ Facility

Facilities

506GA - TOLEDO VA CLINIC
506GB - FLINT VA CLINIC
506GC - JACKSON MI CBOC
506GD - CANTON VA CLINIC
506GF - ADRIAN VA CLINIC
506QA - PACKARD ROAD VA CLINIC
506QB - GREEN ROAD VA CLINIC
508 - ATLANTA VAMC

Card requests that timeout within the next
3
day(s).

Clear
Report
Create XLS

For more accesible reports please press the Create PDF or Create XLS button.

Figure 162. VHIC Self-Service Requests Expiring Report Results

VHIC Self Service Requests Expiring Report									
Self Service Requests Expiring within the next 30 days									
National Report									
Card Type	Expiration Status	VISN #	VISN Name	Facility #	Facility Name	City	State	Request Date	Days From Request
New	Expiring within 30 days	7	VA Southeast Network	508	ATLANTA VAMC	DECATUR	GA	09/08/2022	85
New	Expiring within 30 days	7	VA Southeast Network	508	ATLANTA VAMC	DECATUR	GA	09/09/2022	84
New	Expiring within 30 days	19	VA Rocky Mountain Network	623	JACK C. MONTGOMERY VAMC	MUSKOGEE	OK	09/14/2022	79
New	Expiring within 30 days	19	VA Rocky Mountain Network	623	JACK C. MONTGOMERY VAMC	MUSKOGEE	OK	09/14/2022	79
New	Expiring within 30 days	12	VA Great Lakes Healthcare System	732	NORTH CENTRAL CPAC	MADISON	WI	09/08/2022	85

Figure 163. VHIC Self-Service Requests Expiring Report Exported Spreadsheet

	Card Type	Expiration Status	VISN #	VISN Name	Facility #	Facility Name	City	State	Request Date	Days From Request
1	New	Expiring within 30 days	7	VA Southeast Network	508	ATLANTA VAMC	DECATUR	GA	09/08/2022	85
2	New	Expiring within 30 days	7	VA Southeast Network	508	ATLANTA VAMC	DECATUR	GA	09/09/2022	84
3	New	Expiring within 30 days	19	VA Rocky Mountain Network	623	JACKSONVILLE VAMC	MUSKOGEE	OK	09/14/2022	79
4	New	Expiring within 30 days	19	VA Rocky Mountain Network	623	MONTGOMERY VAMC	MUSKOGEE	OK	09/14/2022	79
6	New	Expiring within 30 days	12	VA Great Lakes Healthcare	732	NORTH CENTRAL	MADISON	WI	09/08/2022	85

3.17.5. Self-Service Review Status Report

Table 22. Self-Service Review Status Report

At a Glance...	
Who can access this report?	Administrator, Supervisor, Tech Admin (Tier 3), Associate, Auditor,
Who can access National version?	Administrator, Tech Admin (Tier 3), Auditor
Date Range Allowed	30 Days
Search Criteria Available	Start Date, End Date

The Self-Service Review Status Report indicates the number of card requests submitted through Self-Service and their print status (Cancelled, Not started, Pending, Mailed) within a specified date range. The report can be sorted by National Requests, VSN Requests, and Facility Requests, though the report is set to Facility by default.

Selecting the National radio button (access permitting) the resulting report returns the following fields of information: Card Status, Print Status, Month the request was started (within the 30-day period), Total number of card requests as in *Figure 163. VHIC Self-Service Requests Expiring Report Exported Spreadsheet*. Exporting the report to an Excel spreadsheet will show the detailed data used to produce the summary as seen in *Figure 164. Self-Service Review Status Report*.

Figure 164. Self-Service Review Status Report

Figure 165. Self-Service Review Status Report Results

VHIC Self Service Requests Review Status Report				
Status of Self Service Requests submitted between 11/01/2022 and 12/01/2022.				
National Report				
		NOV	DEC	Total
Accepted	Not Started	1	0	1
	Pending	3	0	3
	Total	4	0	4
Assigned	Cancelled	1	0	1
	Not Started	1	0	1
	Total	2	0	2
Rejected	Cancelled	1	0	1
	Total	1	0	1
Unassigned	Cancelled	3	0	3
	Not Started	3	2	5
	Pending	2	1	3
	Total	8	3	11
Total		15	3	18

Figure 166. Self-Service Review Status Report Results Exported to Spreadsheet

REDACTED

3.17.6. Self-Service Requests Awaiting Review

Table 23. Self-Service Requests Awaiting Review By VISN Report

At a Glance...	
Who can access this report?	Administrator, Supervisor, Tech Admin (Tier 3), Associate, Auditor
Who can access National version?	Administrator, Tech Admin (Tier 3), Auditor
Date Range Allowed	30 Days Maximum
Search Criteria Available	Start Date, End Date

The Self-Service Requests Awaiting Review By VISN Report. *Self-Service Requests Awaiting Review By VISN Report Page*) indicates the total number of card requests submitted through Self-Service within a VISN within the date range specified (maximum of 30 days.) and broken down by Facility within the VISN. An example of the report results can be seen in **Error! Not a valid bookmark self-reference..** The report can be sorted by Date Range and can be viewed or exported to an Excel spreadsheet as in *Figure 169. Self-Service Requests Awaiting Review By VISN Report Exported*. The exported Excel spreadsheet contains the data used to produce the summary.

Figure 167. Self-Service Requests Awaiting Review By VISN Report Page

Figure 168. Self-Service Requests Awaiting Review By VISN Report Results

VISN	Facility	Total
7	508	1
	742	1
	983	2
	Total	4
9	626	1
	Total	1
Grand Total		5

Figure 169. Self-Service Requests Awaiting Review By VISN Report Exported

	Card Type	Expiration Status	VISN #	VISN Name	Facility #	Facility Name	City	State	Request Date	Days From Request	Task Status	Task Actor
1	Replacement	Expiring within 30 days	7	VA Southeast Network	508	ATLANTA VAMC	DECATUR	GA	11/30/2022	1	Unassigned	
2	Replacement	Expiring within 30 days	7	VA Southeast Network	742	HEALTH ELIGIBILITY CENTER	ATLANTA	GA	11/30/2022	1	Unassigned	
3	Replacement	Expiring within 30 days	7	VA Southeast Network	983	CHYSHR	CHEYENNE	WY	11/30/2022	1	Assigned	
4	Replacement	Expiring within 30 days	7	VA Southeast Network	983	CHYSHR	CHEYENNE	WY	12/01/2022	0	Unassigned	
5	New	Expiring within 30 days	9	VA MidSouth Healthcare Network	626	TEENESSEE VALLEY HCS	NASHVILLE	TN	12/01/2022	0	Unassigned	

4. Troubleshooting

For a through set of troubleshooting guidelines, please refer to the *Veteran Health Identification Card User Guide - Volume 4 - Troubleshooting* document.